


Reporting Date as of 5/20/15

| Qtrly Report No. | (1) NHTSA Campaign No. (FCA US LLC No.) | (2) | | (3) Number of Vehicles Involved | (4) | | | (5) | | | | | Anticipated Dealer Notificatioin | Anticipated | |
|------------------------|--|----------------------------|------------|---|------------------------------|----------------------|-----------------|--------------------|--------|--------|--------------------------------------|-------|--|----------------------------|-----------|
| | | Date of Owner Notification | | | Number of Vehicles Completed | | | Number Unreachable | | | | | | Date of Owner Notification | |
| | | Began | Completed | | Inspected & Repaired | Inspected & OK | Total Number | Scrapped | Stolen | Export | Failed to Receive Notification | Other | | Began | Completed |
| 6 | 13V-038 (N08) | 10/17/2013 | 11/7/2013 | 278,229 | 211,120 | 347 | 211,467 | 186 | 0 | 0 | 7,434 | 0 | N/A | N/A | N/A |
| 3 | 13V-252 (N45) | 8/4/2014 | 8/28/2014 | 1,487,257 | 54,331 | 33,602 | 87,933 | 8,145 | 0 | 0 | 442,989 | 1 | N/A | N/A | N/A |
| 3 | 13V-252 (N46) | 8/7/2014 | 9/19/2014 | 963,331 | 241,200 | 72,109 | 313,309 | 8,931 | 0 | 0 | 91,944 | 3 | N/A | N/A | N/A |
| | 13V-527 (R16 [N63]) | 5/12/2015 | 5/12/2015 | 35,890 | 526 | (A) | 526 | 12 | 0 | 0 | 0 | 0 | N/A | N/A | N/A |
| 6 | 13V-528 (N62) | 12/17/2013 | 1/17/2014 | 705,850 | 27,959 | 203,508 | 231,467 | 2,867 | 0 | 0 | 38,964 | 0 | N/A | N/A | N/A |
| 6 | 13V-529 (N49) | 12/13/2013 | 1/16/2014 | 271,287 | 160,684 | (A) | 160,684 | 142 | 0 | 0 | 7,421 | 0 | N/A | N/A | N/A |
| | 14V-373 (R03) | 5/29/2015 | | | | | | | | | | | N/A | N/A | N/A |
| 3 | 14V-391 (P36) | 8/28/2014 | 8/29/2014 | 645,388 | 427,948 | (A) | 427,948 | 32 | 0 | 0 | 23,387 | 1 | N/A | N/A | N/A |
| | 14V-438 (P41) | | | 640,394 | 0 | 0 | 0 | 504 | 0 | 0 | 0 | 0 | 9/9/2015 | 9/9/2015 | 9/30/2015 |
| | 14V-567 (P57) | | | 291,443 | 0 | 0 | 0 | 349 | 0 | 0 | 4 | 0 | 9/7/2015 | 9/7/2015 | 9/14/2015 |
| 1 | 14V-634 (P60) | 2/27/2015 | 4/30/2015 | 433,371 | 133,251 | (A) | 133,251 | 113 | 0 | 0 | 2 | 0 | N/A | N/A | N/A |
| 2 | 14V-749 (P74) | 12/15/2014 | 12/15/2014 | 11,668 | 8,012 | 139 | 8,151 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | N/A |
| 1 | 14V-795 (P80) | 3/27/2015 | 3/27/2015 | 54,059 | 3,557 | (A) | 3,557 | 174 | 0 | 0 | 0 | 0 | N/A | N/A | N/A |
| | 14V-796 (P77) | | | 255,826 | 5 | (A) | 5 | 22 | 0 | 0 | 1 | 0 | 6/10/2015 | 6/10/2015 | 6/17/2015 |
| | 14V-817 (P81)/15V-313 (R25) | | | 2,899,429 | 34 | (A) | 34 | 4,228 | 0 | 0 | 1 | 0 | 6/15/2015 | 6/15/2015 | |
| 1 | 15V-041 (R05) | 3/4/2015 | 3/9/2015 | 229,728 | 103,423 | 2,564 | 105,987 | 5 | 0 | 0 | 4,665 | 0 | N/A | N/A | N/A |
| | 15V-046 (R06) | | | 745,841 | 1 | (A) | 1 | 4,037 | 0 | 0 | 0 | 0 | 12/23/2015 | 12/23/2015 | 1/23/2016 |
| | 15V-090 (R08) | 4/9/2015 | 4/9/2015 | 21,433 | 184 | 6,348 | 6,532 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | N/A |
| | 15V-114 (R07) | 4/23/2015 | 4/23/2015 | 1,858 | 432 | (A) | 432 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | N/A |
| | 14V-115 (R09) | | | 335,741 | 39 | 1 | 40 | 10 | 0 | 0 | 0 | 0 | 7/20/2015 | 7/20/2015 | 7/29/2015 |
| | 15V-178 (R14) | | | 1,444 | 0 | (A) | 0 | 0 | 0 | 0 | 0 | 0 | 7/20/2015 | 7/20/2015 | 7/29/2015 |

(A) Not applicable. Dealers instructed/will be instructed to perform the repair on all vehicles.

| 2015 | Recalls.mopar.com | | VIN Query | | VIN Results | |
|--------------|-------------------|--------------|----------------|----------------|---------------|----------------|
| | Unique Visits | Total Visits | Unique Visits | Total Visits | Unique Visits | Total Visits |
| January | 131 | 185 | 59,563 | 140,870 | 16,724 | 34,321 |
| February | 146 | 204 | 25,192 | 60,427 | 8,967 | 15,891 |
| March | 1,198 | 1,349 | 42,934 | 108,880 | 15,483 | 26,080 |
| April | 1,143 | 1,388 | 39,798 | 99,906 | 21,435 | 40,343 |
| May | | | | | | |
| June | | | | | | |
| July | | | | | | |
| August | | | | | | |
| September | | | | | | |
| October | | | | | | |
| November | | | | | | |
| December | | | | | | |
| Total | 2,618 | 3,126 | 167,487 | 410,083 | 62,609 | 116,635 |

March 9, 2015



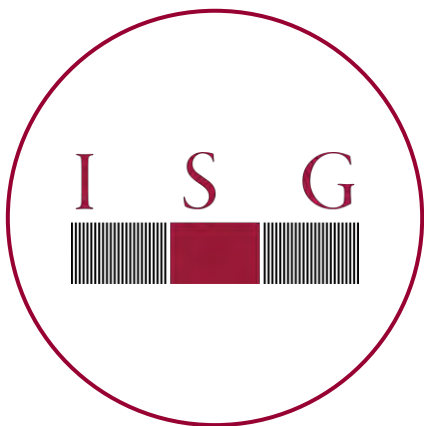
FCA

FIAT CHRYSLER AUTOMOBILES

THE EXPERIENCE TO PROTECT.

THE SOLUTIONS TO ENHANCE.





One Vision:

Deliver best-in-class automotive solutions

CORE PURPOSE



SUITES OF SERVICES

HEALTHCARE COMPLIANCE SOLUTIONS

EXPERT SOLUTIONS

ENVIRONMENTAL SOLUTIONS

COMMUNICATION SOLUTIONS

600k CUSTOMERS
WORLDWIDE



GLOBAL COVERAGE

435
LOCATIONS

PUBLICLY
TRADED
SRCL

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000005

>4000



RECALLS
HANDLED

>150K



CALLS FIELDIED
FOR 1 DAY / 1 CLIENT

RECALL EVENTS YEAR-OVER-YEAR



500K

INQUIRIES
FOR A SINGLE
RECALL

120K

LOCATIONS
VISITED FOR A
SINGLE RECALL

CLIENTS

7 OF THE **TOP 10**
GLOBAL
COMPANIES



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000006



CORE AGENTS
INDIANAPOLIS & IRVING



SURGE CAPACITY
INDIANAPOLIS



OVERFLOW CENTERS



SteriCulture



Steri
CORE

Let's TALK



WORK FORCE MANAGEMENT

CALL VOLUMES



AGENT
CAPACITY



TRAINING



REAL-TIME
FLEXIBILITY



**SCALABLE
CUSTOMIZED
SOLUTIONS**



CAPACITY & INFRASTRUCTURE

IN-HOUSE PRODUCTION

Small campaigns & reimbursements



HIGH-VOLUME CAPACITY

Millions of notifications with integrated data



MULTIFACETED

Return packaging & fulfillment



TECHNOLOGY



 **Stericycle®**
ExpertSOLUTIONS™

  MIAMODA
 
  **HERCULES TIRES.**

     
   
   **PEUGEOT**

I S G



FIAT CHRYSLER AUTOMOBILES

   
   
VOLVO  **ISUZU**
   
 

Vehicle Recall & Campaign Management Outreach Program

Outreach provides automakers the ability to...

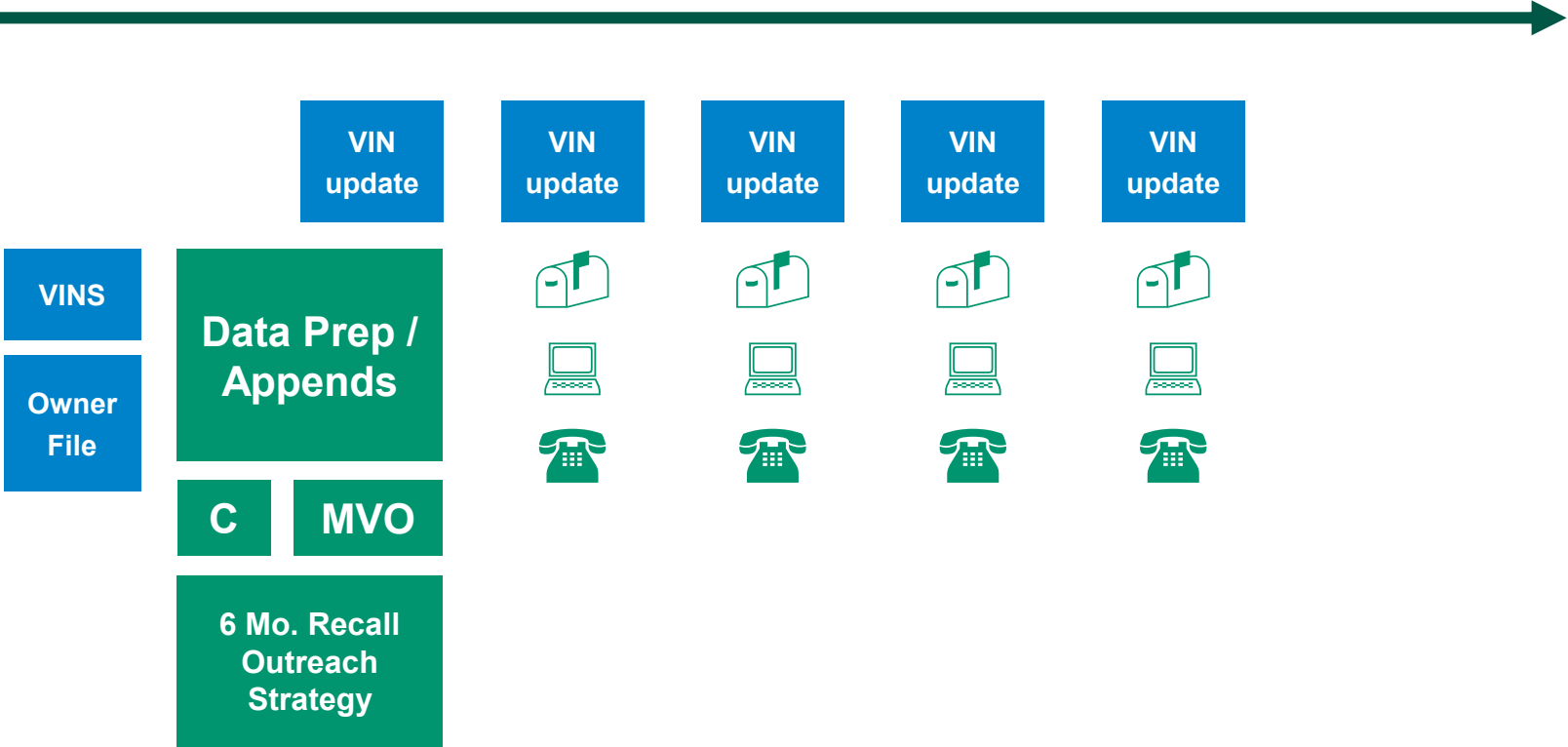
- Engage owners not just once but many times and do this more quickly
- Use not just one but multiple communication methods to reach owners
- Provide greater assistance in helping owners get their vehicle repaired
- Address the challenges associated with the recall of older model vehicles because a “one size fits all” approach for campaign notification isn’t effective
- Take a more proactive vs. reactive approach to recalls
- Address the disruption and complexities recalls can have on operations and design strategies to better serve the customer and deliver consistent results
- Align capacity with significant variable demand and do that cost effectively
- Address supply chain constraints and inefficiencies
- Minimize the potential negative impact of a recall by making sure everyone else is safe

FCA / ISG Outreach Program









- Partnered with ISG to build a campaign outreach model designed to address campaigns performing below VSO defined glide path
- Program launched in January 2012 utilizing messaging approach built to develop the customers empathy towards the need to complete the recall
- Multi-media strategy uses phone, mail, email and internet (Personalized URLs) to increase contact frequency
- Underperforming Campaigns selected to supplant traditional 2nd follow-up notification mailing, (postcard), with Recall Outreach Program
- Utilize dedicated contact center to manage all customer communications such as:
 - Design and mailing of compelling notices to consumers
 - In/outbound phone, email, and web response
 - Engage dealerships/service centers to confirm parts availability & set customer appointments
 - Business to Business, (B2B), account management for multi-vehicle owners (MVO)¹
 - Assist MVOs in promoting driver/operator accountability for recall repairs
 - Parts & scheduling prioritization for timely and cost effective repair for MVO customers

¹ MVOs includes Business, Government, Utilities, Leasing Companies, etc.

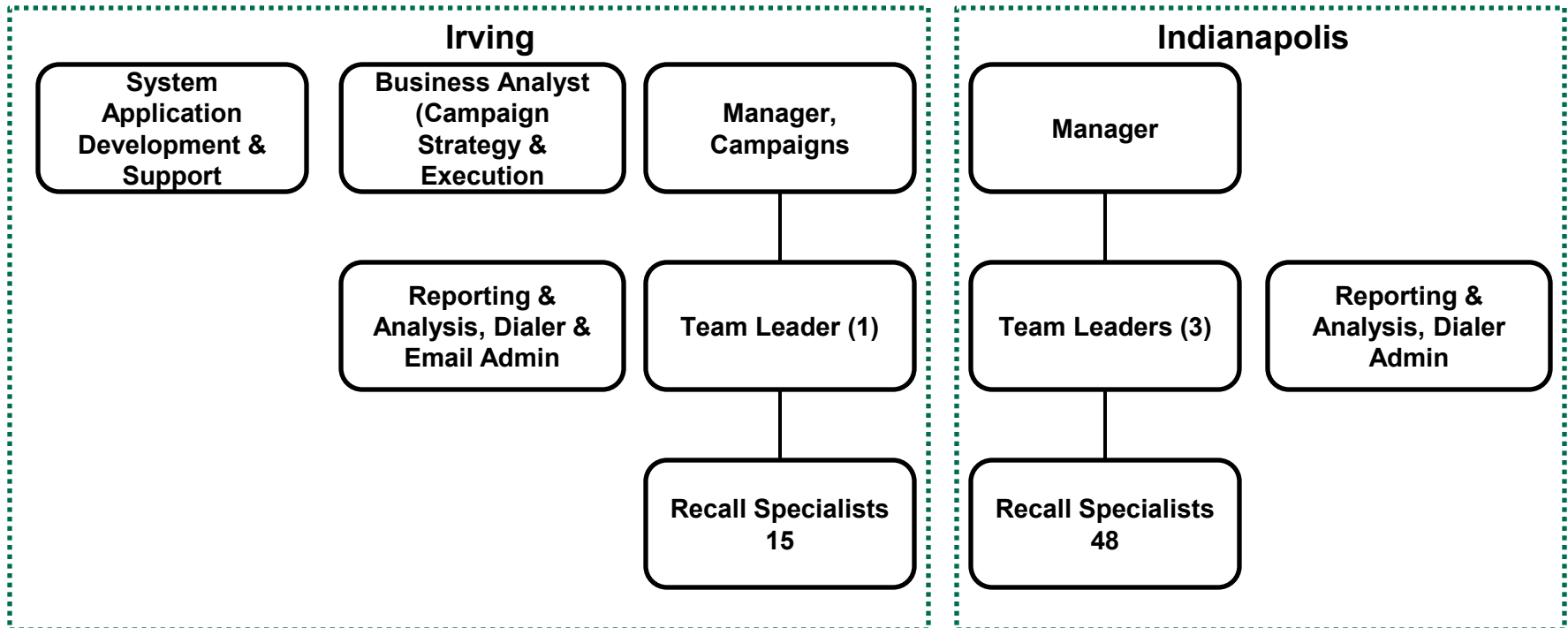
**Safety
Notice
#1**



A proven solution to enhance campaign management initiatives & deliver

-  High levels of customer satisfaction
-  Increased brand quality
-  Increased regulatory compliance
-  Improved parts inventory utilization
-  Improved operational efficiency
-  Increased market/corporate leadership while reducing common outsourcing risks
-  Enhanced owner database file
-  Increased sales of new vehicles by identifying & driving more customers into dealership

Feb-15: 73 FTE Resources



ISG leveraging Stericycle Indy Contact Center telephony and seat capacity to administer N45 / N46, R01, and future campaigns while directing Outreach campaign strategy and execution from Irving, TX.

Since the Outreach Program inception there has been:

- Twelve (12) recall campaigns involving² :
 - ~ 1,017,000 VINs with ~ 7.3 million consumer dialogues
 - ~ 3.3 million phone calls
 - ~ 1.7 million emails
 - ~ 2.3 million mailers
 - ~ 107,000 consumer surveys (conversations with owners)
 - ~ 38,000 owners warm transferred to dealerships to setup an appointment and confirm parts availability
 - ~ 457,000 (50% of VINs less Exceptions) repairs during Outreach
 - ~ 117,000 Customer information updates (e.g. update owner contact info)

¹ Includes campaigns with outreach currently in progress excluding N45/N46.

² Excludes L04, L08, and M38 CSN Campaigns assigned for Outreach.

N45 / N46 Outreach Program

- ~ 1.8 million VINs with ~ 3.5 million consumer dialogues
 - ~ 1.2 million phone calls
 - ~ 0.8 million emails
 - ~ 1.5 million mailers
- ~ 57,000 consumer surveys (conversations with owners)
- ~ 20,000 owners warm transferred to dealerships to setup an appointment and confirm parts availability
- ~ 30,000 N45 repairs to date during Outreach
- ~ 127,000 N46 repairs to date during Outreach
- ~ 68,000 Customer information updates (e.g. update owner contact info)

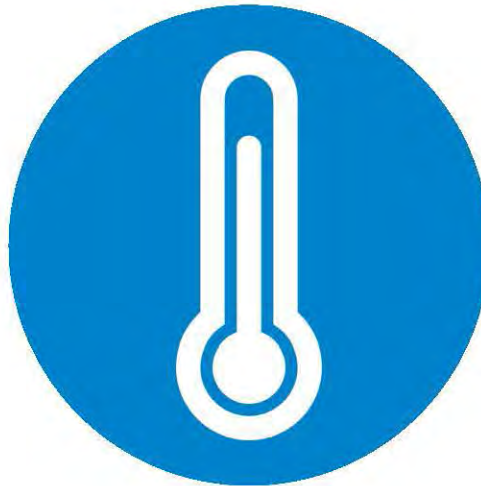
Results have been positive

- Independent analysis shows Chrysler is exceeding the industry average in repair completions
- NHTSA has referred other OEMs to Chrysler to learn more about its innovative outreach program
- Customers have given Chrysler high marks and indicated the process increased their brand loyalty and preference





**Fines & Penalties
Increasing**



**More Pressure on
Automakers & Manufacturers**



**Notify Consumers Earlier
& More Often**

Automotive Industry Challenges

**COORDINATING
MULTIPLE VENDORS**

**LOW QUALITY OF
OWNER DATA LIST**

**ACCELERATED
OUTREACH**

**BUSINESS
DISRUPTION**

**CUSTOMER
HANDLING**

**INCREASING
REGULATIONS**

**INCONSISTENT
RESULTS**

COSTLY

**POTENTIAL
NEGATIVE IMPACT
ON BRAND**

OEMs representing 10 largest issuers of safety recalls (initiated 2010-2014)

- VW, BMW, FCA, Subaru, GM, Honda, Toyota, Hyundai, Nissan, Ford
- Vehicles, excluding equipment recalls (e.g. Ford 14E001000 and 14E028000)
- Includes safety & compliance recalls

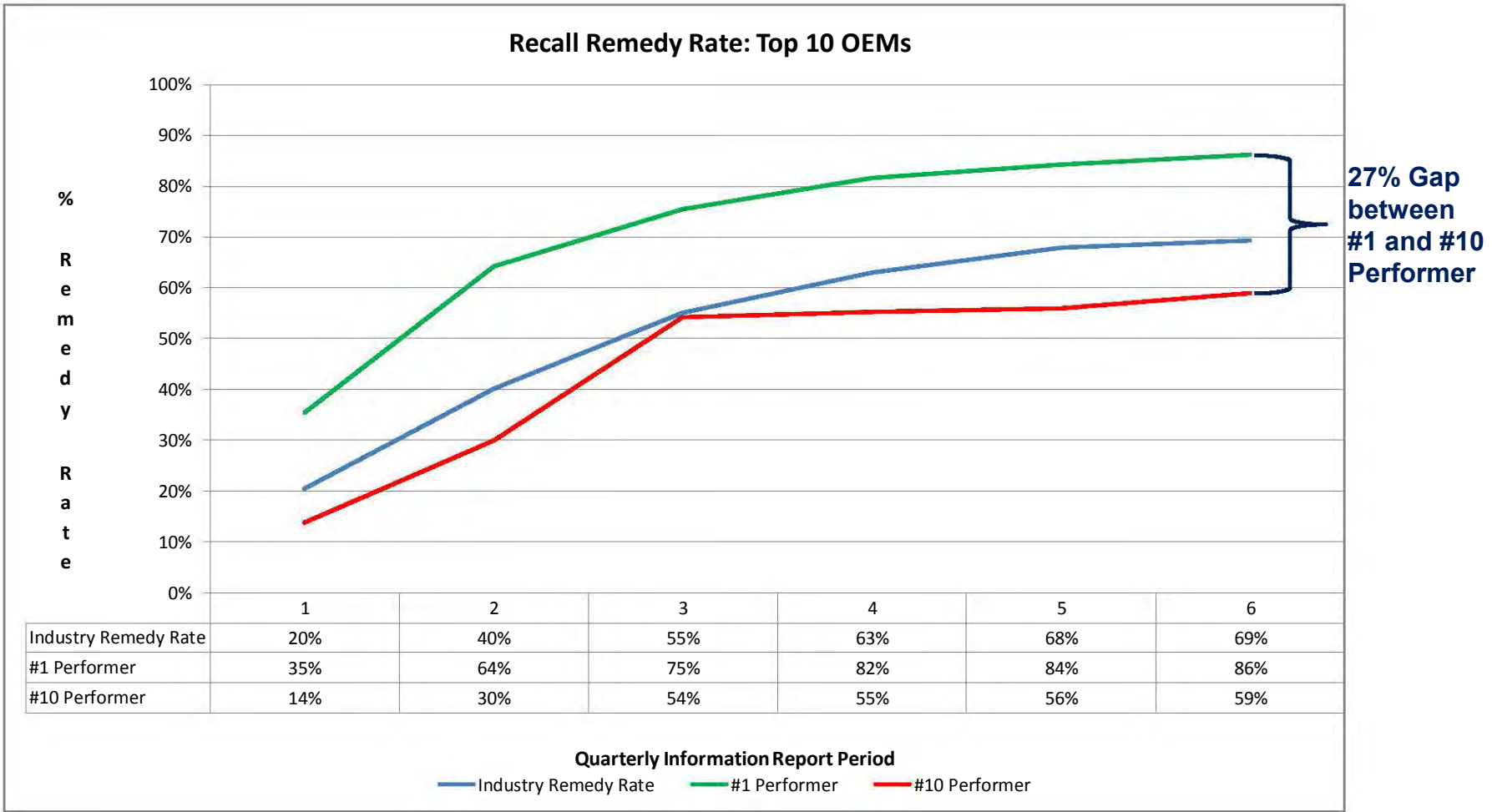
Reporting period source:

- OEM Q1-2010 to Q4-2014 campaign quarterly information reports filed with NHTSA

Adjustments:

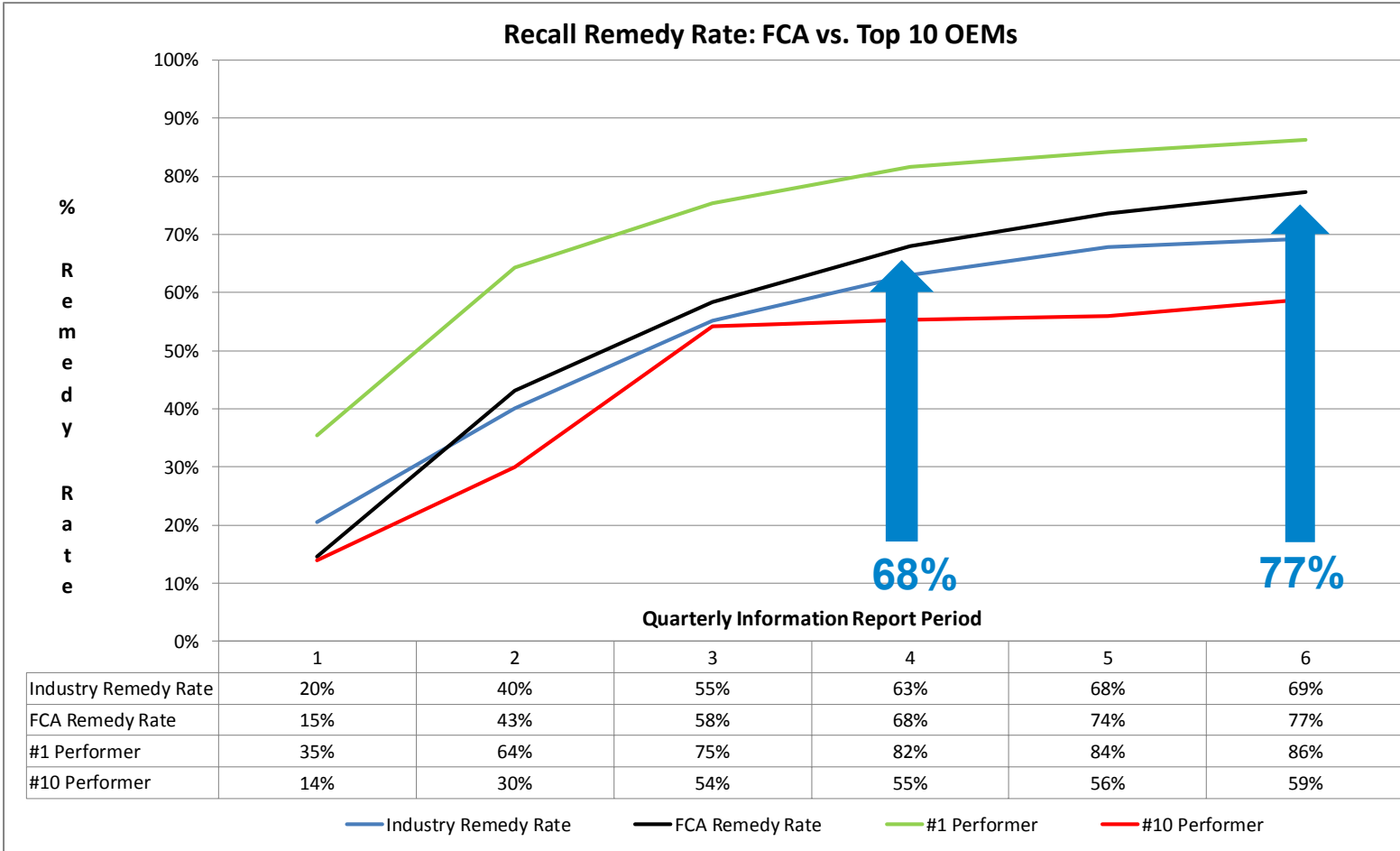
- For statistical accuracy, eliminated recall campaigns which skewed the OEM's average remedy rate due to (i) recalls with a very low remedy rate and (ii) a high number of vehicles affected (e.g. FCA Campaigns N45/N46, N62, N49, M35, and J38; and GM Campaigns 10V575000 and 13V001000)

INDUSTRY BENCHMARK ANALYSIS



With increased focus on enforcements, it's highly likely that NHTSA will require greater outreach efforts by OEMs to achieve a consistently higher Remedy Rate.

INDUSTRY BENCHMARK ANALYSIS

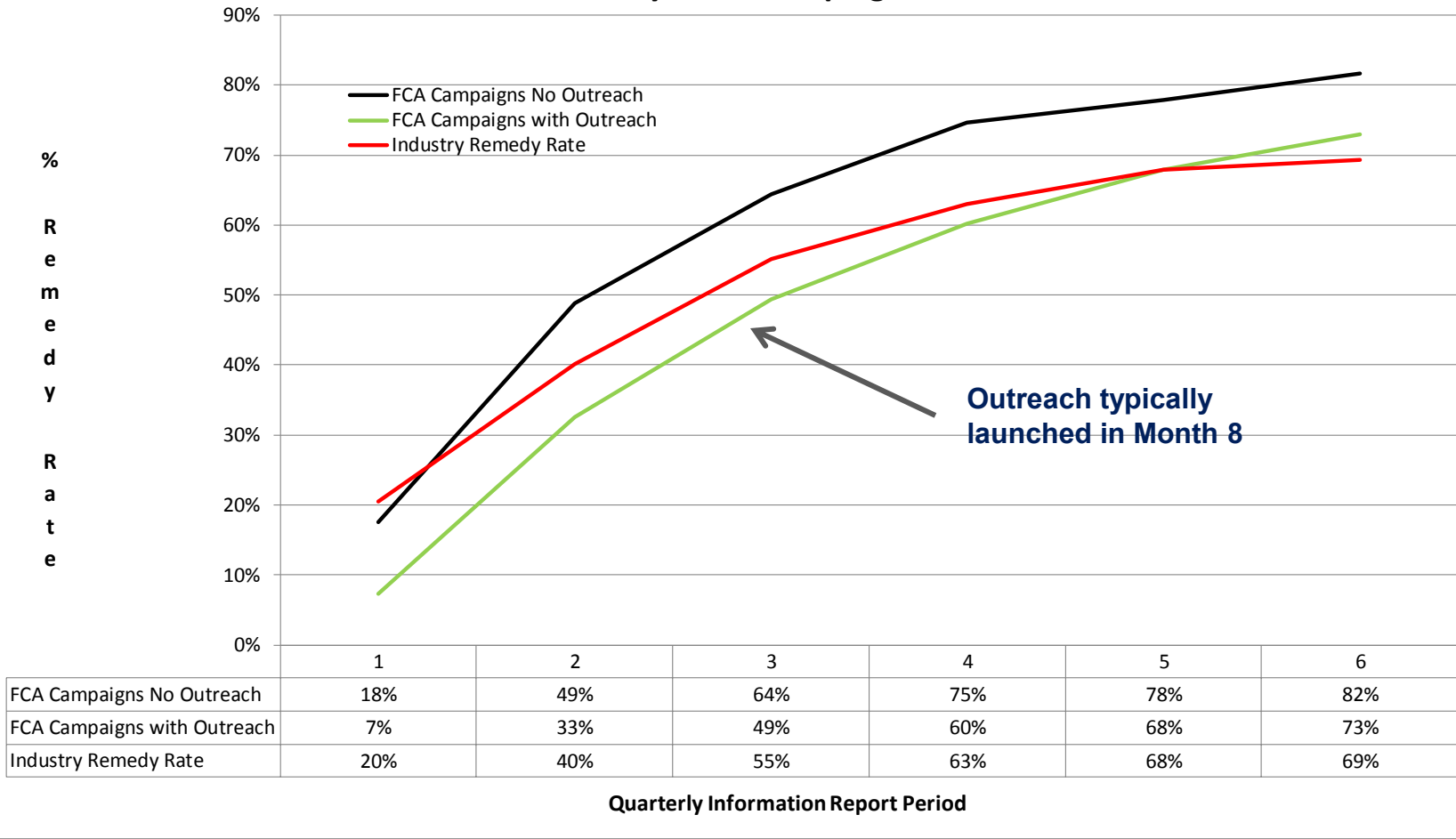


FCA's Remedy Rate ranks 3rd to VW and BMW despite 5x and 3x the number of vehicles affected for VW & BMW campaigns that reached the 6th QTR of activity.

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000025

FCA Completion Rate Trend

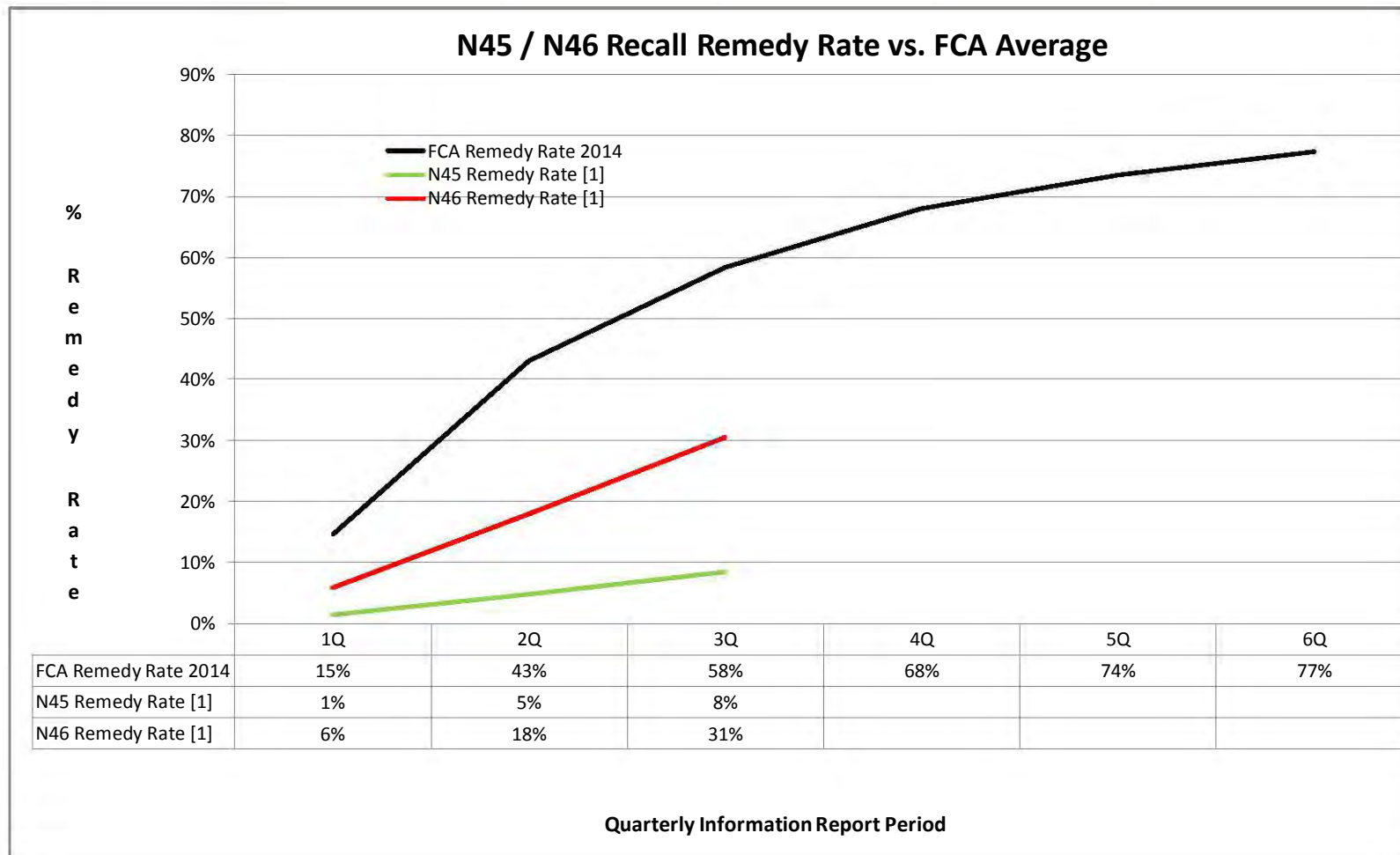
Recall Remedy Rate: Campaigns with or without Outreach



Outreach program accelerates Remedy Rate from Q2 – Q6, resulting in a 40% Remedy Rate compared to 33% Remedy Rate for Campaigns with No Outreach

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000026

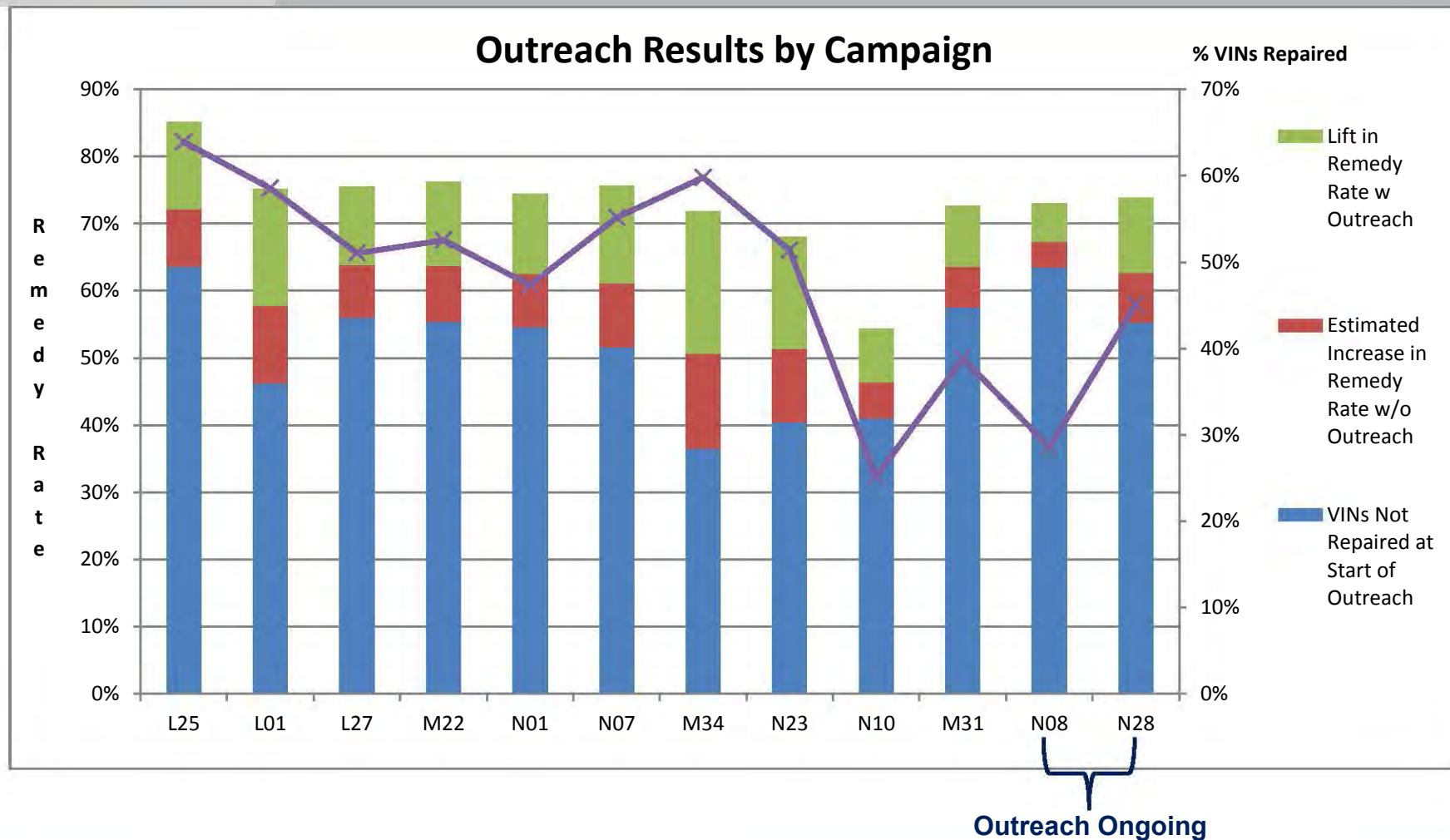
FCA N45 and N46 Completion Rate vs. FCA Average



[1] Q1 reflects August and September, Q2 October – December, and Q3 January and February actuals and March estimate.

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000027

Outreach Activity Results



Outreach results in estimated 150% increase in the Campaign Remedy Rate, as the Average Remedy Rate at Outreach Start and Completion was 51% and 74%, respectively, as 53% of VINs were repaired during Outreach.

Stericycle Solution

**SINGLE PARTNER
SOLUTION IF
DESIRED**

**HIGHER QUALITY OF
OWNER DATA WITH
APPENDS**

EARLIER OUTREACH

**MINIMIZED
DISRUPTIONS TO
TIER I CONTACT
CENTER**

**IMPROVED
CUSTOMER
HANDLING**

**REGULATORY RISK
MITIGATION**

**MORE CONSISTENT
RESULTS**

REDUCED COSTS

**CUSTOMER
RETENTION &
POSITIVE ROI**

Legacy Recall Campaign Model

■ Internal / Tier I Outsourced Operation

**Manufacturer Recall
In/outsourcesd Campaign
Center**

**Manufacturer Recall In/Outsourced
Campaign Renotification**

Outreach
Re-mail Initial Notification Letter
Inbound Call Support



EVENT TIMELINE (18 MONTHS)

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000030

ISG Outsourced Campaign Business Model



Internal / Tier I Outsourced Operation



ISG Operation

**Manufacturer Recall
Contact Center**

**Manufacturer Recall Resolution Team
Outreach Program**

Consumer Outreach
E-mails
Mailers
In/Outbound Calls

MVO Outreach
Aggregated & Consolidated
VIN Reports
Outbound B2B Calls

Q1

Q2

Q3

Q4

Q5

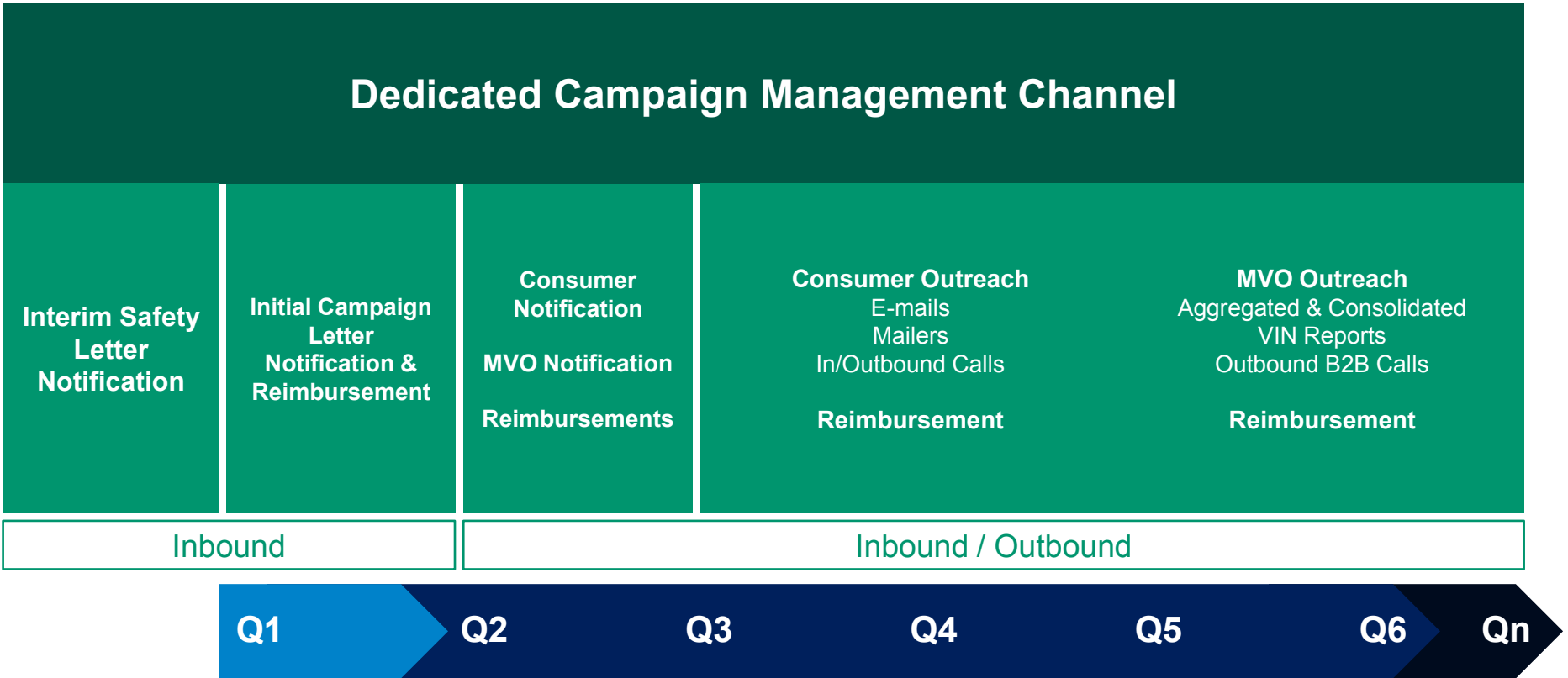
Q6

EVENT TIMELINE (18 MONTHS)

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000031

2015 ISG/Stericycle Campaign Business Model

Internal / Tier I Outsourced Operation Stericycle/ISG Operation



EVENT TIMELINE (18 MONTHS)

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000032

- While all automakers, including FCA, have to prepare for future more stringent regulations, FCA has already established a leadership position.
 - Toyota, Honda, Nissan, and Suzuki are all using the Outreach Program while a number of other automakers are expected to launch the Outreach Program in 2015
- Benchmark Analysis for FY14 shows FCA #3 performer in 18 month repair completion rate.
- FCA in process of standardizing Outreach parameters or creating automatic campaign “triggers”
 - Campaign Gap Improvement (Underperforming compared to Target 6 months from Initial Owner Notification Mailing, % Current and Future Parts Availability to Un-remedied Vehicles, and Purchase Order Availability)
 - Regulatory Anomalies (e.g. N45/N46 and Takata Airbag Inflator)
 - CSN Business Case Justification (e.g. R01 Transmission Flash)
- N45 / N46 VIN Expansion in Dec-14 resulted in build out of Outreach team at Stericycle’s Lakeside Contact Center in Indianapolis

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Addendum

2012 to 2014 FCA Campaigns with Outreach

| Recalls Initiated on or After 1/1/2010 (Results reported through 12/31/14) | | | | | | | | | | | | | | | | | | |
|--|-----|---------------------|----------------------------|-----------|-----------|-----------|-------------|-----|-----|-----|-----|-----|---------------------------|-------|-------|-------|-------|-------|
| CampaignID | | Severity Keyword | Notification Begin Date | Vehicles | | | Remedy Rate | | | | | | Quarterly Completion Rate | | | | | |
| NHTSA | CHY | | | Affected | Remedied | Not Remed | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q3-Q2 | Q4-Q3 | Q5-Q4 | Q6-Q5 | Q4-Q2 | Q5-Q3 |
| 13V038000 | N08 | Crash | 10/11/2013 | 278,229 | 178,546 | 99,683 | 0% | 32% | 48% | 64% | | | 16% | 16% | | | 32% | |
| 13V234000 | N28 | Crash | 8/8/2013 | 176,181 | 126,850 | 49,331 | 1% | 16% | 28% | 45% | 59% | 72% | 12% | 17% | 13% | 13% | 29% | 30% |
| 13V175000 | N23 | Injury | 8/6/2013 | 295,246 | 202,318 | 92,928 | 28% | 43% | 53% | 62% | 66% | 69% | 10% | 9% | 5% | 2% | 19% | 14% |
| 13V118000 | N07 | Injury | 4/25/2013 | 119,526 | 92,188 | 27,338 | 33% | 51% | 62% | 69% | 74% | 77% | 11% | 7% | 5% | 3% | 18% | 12% |
| 13V176000 | M31 | Injury | 6/10/2013 | 5,439 | 3,712 | 1,727 | 10% | 34% | 46% | 54% | 60% | 68% | 11% | 9% | 6% | 8% | 20% | 14% |
| 13V121000 | N10 | Crash | 5/31/2013 | 61,401 | 30,740 | 30,661 | 1% | 25% | 32% | 39% | 42% | 50% | 7% | 6% | 4% | 8% | 14% | 10% |
| 13V233000 | N01 | Injury | 6/21/2013 | 254,325 | 189,149 | 65,176 | 3% | 46% | 56% | 65% | 71% | 74% | 10% | 8% | 6% | 3% | 19% | 15% |
| 12V474000 | M34 | Crash | 6/19/2013 | 48,100 | 33,162 | 14,938 | 0% | 1% | 26% | 39% | 54% | 64% | 25% | 13% | 15% | 10% | 38% | 28% |
| 12V216000 | M22 | Fire | 7/16/2012 | 65,251 | 50,495 | 14,756 | 34% | 49% | 61% | 71% | 75% | 77% | 12% | 9% | 5% | 2% | 21% | 14% |
| 12V085000 | L27 | Crash | 3/30/2012 | 346,716 | 250,520 | 96,196 | 0% | 29% | 52% | 58% | 67% | 72% | 24% | 6% | 9% | 5% | 30% | 15% |
| 11V394000 | L01 | Injury | 10/21/2011 | 299,040 | 220,029 | 79,011 | 0% | 13% | 43% | 57% | 69% | 74% | 30% | 14% | 12% | 5% | 44% | 26% |
| 11V139000 | L25 | Crash | 6/24/2011 | 197,425 | 165,098 | 32,327 | 0% | 46% | 61% | 71% | 80% | 84% | 15% | 10% | 9% | 4% | 26% | 19% |
| Average Recall Campaign [2] | | | | 178,907 | 128,567 | 50,339 | 9% | 32% | 47% | 58% | 65% | 71% | 15% | 10% | 8% | 6% | 26% | 18% |
| Median Recall Campaign | | | | 186,803 | 145,974 | 40,829 | 1% | 33% | 50% | 60% | 67% | 72% | 12% | 9% | 6% | 5% | 24% | 15% |
| Max Recall Campaign | | | | 346,716 | 250,520 | 99,683 | 34% | 51% | 62% | 71% | 80% | 84% | 30% | 17% | 15% | 13% | 44% | 30% |
| Min Recall Campaign | | | | 5,439 | 3,712 | 1,727 | 0% | 1% | 26% | 39% | 42% | 50% | 7% | 6% | 4% | 2% | 14% | 10% |
| Totals (Based on # Vehicles Remedied/Affected) [3] | | | | 2,146,879 | 1,542,807 | 604,072 | 7% | 33% | 49% | 60% | 68% | 73% | | | | | | |

Notes:

[1] Average of each recalls remedy rate by quarter regardless of number of vehicles affected.

[2] Total Recall Completion Rate based on number of vehicles remedied for all campaigns divided by number of vehicles affected for all campaigns.

| | | | | | | | | | | | | |
|--|-----|--------|------------|-----------|-----------|-----------|-----|-----|-----|-----|-----|-----|
| 12V15000 | N35 | Crash | 6/27/2013 | 17,304 | 14,925 | 2,379 | 6% | 54% | 72% | 79% | 84% | 86% |
| 13V237000 | N35 | Crash | 6/27/2013 | 17,304 | 14,925 | 2,379 | 6% | 54% | 72% | 79% | 84% | 86% |
| 13V177000 | N25 | Crash | 6/28/2013 | 498 | 399 | 99 | 3% | 44% | 62% | 73% | 78% | 80% |
| 13V124000 | N21 | Crash | 4/30/2013 | 45 | 39 | 6 | 56% | 80% | 78% | 84% | 84% | 87% |
| 13V128000 | N22 | Crash | 4/25/2013 | 6,570 | 5,585 | 986 | 53% | 68% | 78% | 82% | 85% | 85% |
| 13V043000 | N02 | Crash | 4/5/2013 | 1,785 | 1,564 | 221 | 68% | 77% | 83% | 85% | 86% | 88% |
| 13V103000 | N18 | Fire | 3/20/2013 | 4,051 | 4,008 | 43 | 22% | 97% | 98% | 99% | 99% | 99% |
| 12V560000 | M36 | Injury | 2/22/2013 | 734 | 728 | 6 | 99% | 99% | 99% | 99% | 99% | 99% |
| 12V391000 | M25 | Injury | 9/28/2012 | 1,449 | 1,292 | 157 | 19% | 74% | 81% | 85% | 87% | 89% |
| 12V191000 | M17 | Injury | 5/17/2012 | 471 | 458 | 13 | 73% | 94% | 95% | 96% | 97% | 97% |
| 12V197000 | M10 | Crash | 5/16/2012 | 119,078 | 107,000 | 12,078 | 47% | 72% | 82% | 86% | 88% | 90% |
| 12V192000 | M14 | Crash | 5/21/2012 | 129 | 94 | 35 | 43% | 60% | 67% | 71% | 73% | 76% |
| 12V142000 | M11 | Fire | 5/25/2012 | 1,689 | 1,535 | 154 | 44% | 75% | 82% | 86% | 88% | 91% |
| 12V141000 | M13 | Crash | 4/27/2012 | 289 | 271 | 18 | 74% | 87% | 90% | 92% | 93% | 94% |
| 12V042000 | M01 | Crash | 4/12/2012 | 9,137 | 8,574 | 563 | 56% | 78% | 88% | 91% | 93% | 94% |
| 11V528000 | L37 | Injury | 3/16/2012 | 5,437 | 3,508 | 1,929 | 9% | 37% | 51% | 59% | 65% | 46% |
| 11V550000 | L39 | Crash | 3/1/2012 | 340 | 336 | 4 | 50% | 90% | 97% | 99% | 99% | 99% |
| 12V004000 | L43 | Crash | 3/2/2012 | 301 | 271 | 30 | 30% | 64% | 77% | 83% | 87% | 90% |
| 11V487000 | L33 | Crash | 12/2/2011 | 703 | 692 | 11 | 85% | 96% | 98% | 98% | 98% | 98% |
| 11V350000 | L16 | Crash | 10/3/2011 | 208,696 | 152,816 | 55,880 | 4% | 31% | 52% | 63% | 69% | 73% |
| 11V315000 | L23 | Injury | 7/8/2011 | 11,096 | 10,072 | 1,024 | 69% | 81% | 87% | 89% | 91% | 92% |
| 10V656000 | K36 | Crash | 4/22/2011 | 60,382 | 54,546 | 5,836 | 53% | 76% | 85% | 88% | 89% | 90% |
| 11V145000 | L09 | Crash | 3/24/2011 | 18,326 | 15,821 | 2,505 | 11% | 63% | 73% | 81% | 84% | 86% |
| 10V657000 | K28 | Crash | 3/7/2011 | 15,271 | 11,612 | 3,659 | 9% | 46% | 59% | 69% | 74% | 76% |
| 10V658000 | K07 | Injury | 2/25/2011 | 64,934 | 49,550 | 15,384 | 16% | 50% | 61% | 70% | 74% | 76% |
| 10V616000 | K33 | Crash | 2/8/2011 | 62,166 | 54,689 | 7,477 | 34% | 64% | 75% | 81% | 85% | 88% |
| 10V611000 | K25 | Injury | 1/28/2011 | 299,642 | 246,074 | 53,568 | 43% | 62% | 71% | 76% | 79% | 82% |
| 10V475000 | K26 | Fire | 12/30/2010 | 23,237 | 21,537 | 1,700 | 7% | 77% | 85% | 90% | 92% | 93% |
| 10V474000 | K27 | Crash | 12/20/2010 | 772 | 655 | 117 | 49% | 74% | 78% | 81% | 83% | 85% |
| 10V236000 | K13 | Crash | 12/10/2010 | 287,653 | 196,502 | 91,151 | 6% | 39% | 51% | 61% | 65% | 68% |
| 10V550000 | K24 | Crash | 12/1/2010 | 12,027 | 8,455 | 3,572 | 18% | 44% | 56% | 63% | 68% | 70% |
| 10V235000 | K14 | Fire | 11/15/2010 | 281,311 | 251,769 | 29,542 | 28% | 66% | 78% | 85% | 88% | 89% |
| 10V200000 | K08 | Crash | 8/23/2010 | 37,335 | 33,046 | 4,289 | 45% | 70% | 79% | 84% | 87% | 89% |
| 10V315000 | K15 | Crash | 8/20/2010 | 20,626 | 17,955 | 2,671 | 34% | 66% | 77% | 82% | 85% | 87% |
| 10V234000 | K11 | Fire | 6/25/2010 | 24,825 | 15,175 | 9,650 | 1% | 33% | 39% | 47% | 51% | 56% |
| 10V197000 | K09 | Crash | 6/9/2010 | 123 | 113 | 10 | 6% | 90% | 91% | 91% | 92% | 92% |
| 10V085000 | K05 | Crash | 4/12/2010 | 3,465 | 3,260 | 205 | 74% | 86% | 91% | 92% | 93% | 94% |
| 10V009000 | J37 | Crash | 1/29/2010 | 20,045 | 19,299 | 746 | 78% | 90% | 93% | 94% | 95% | 96% |
| Average Recall Campaign [2] | | | | 69,279 | 35,145 | 34,134 | 33% | 65% | 74% | 79% | 83% | 86% |
| Median Recall Campaign | | | | 10,390 | 4,763 | 1,584 | 30% | 66% | 78% | 84% | 86% | 88% |
| Max Recall Campaign | | | | 651,130 | 319,536 | 642,787 | 99% | 99% | 99% | 99% | 99% | 99% |
| Min Recall Campaign | | | | 8 | 1 | 4 | 0% | 0% | 0% | 0% | 22% | 46% |
| Totals (Based on # Vehicles Remedied/Affected) [3] | | | | 5,334,509 | 2,706,164 | 2,628,345 | 18% | 49% | 64% | 75% | 78% | 82% |

2012 to Feb 2015 Campaign Outreach Results

| Chrysler Recall Activity Campaign | Outreach Completed | | | | | | | | | |
|---|--------------------|--------|---------|--------|---------|--------|--------|--------|---------|--------|
| | L25 | % | L01 | % | L27 | % | M22 | % | N01 | % |
| Recall Initial Owner Notification Date | Jun-11 | | Oct-11 | | Mar-12 | | Jul-12 | | Jun-13 | |
| Outreach Start date | Jan-12 | | Aug-12 | | Nov-12 | | Feb-13 | | Oct-13 | |
| Month Outreach Started | 7 | | 10 | | 8 | | 7 | | 4 | |
| Total VINs Affected | 197,865 | 100.0% | 299,040 | 100.0% | 346,716 | 100.0% | 65,251 | 100.0% | 258,343 | 100.0% |
| Remedy Rate at Start of Outreach | | 63.6% | | 46.3% | | 56.1% | | 55.4% | | 54.6% |
| VINs Not Repaired at Start of Outreach | 71,942 | 36.4% | 160,656 | 53.7% | 152,321 | 43.9% | 29,113 | 44.6% | 117,237 | 45.4% |
| Total Not Able To Be Repaired Or Count As Repaired (Exceptions) | 5,384 | 2.7% | 13,296 | 8.3% | 20,279 | 13.3% | 3,167 | 10.9% | 9,000 | 7.7% |
| Repaired By Authorized Dealer under Recall Outreach (Repaired) | 42,524 | 21.5% | 86,230 | 53.7% | 67,380 | 44.2% | 13,625 | 46.8% | 51,221 | 43.7% |
| Adjusted VINs (VINs-Exceptions) | 66,558 | 33.6% | 147,360 | 4.8% | 132,042 | 6.8% | 25,946 | 5.7% | 108,237 | 3.6% |
| Adjusted Repair Rate (Repaired/(VINs-Exceptions)) | | 63.9% | | 58.5% | | 51.0% | | 52.5% | | 47.3% |
| Remedy Rate at End of 6 Month Outreach | | 85.1% | | 75.1% | | 75.5% | | 76.3% | | 74.4% |
| Change in Remedy Rate | | 21.5% | | 28.8% | | 19.4% | | 20.9% | | 19.8% |
| Repairs post Outreach | 0 | 0.0% | 14,618 | 4.9% | 8,663 | 2.5% | 3,090 | 4.7% | | 1.6% |
| Current Remedy Rate | | 85.1% | | 80.0% | | 78.0% | | 81.0% | | 76.0% |

| | Outreach Completed | | | | | | | | | |
|---|--------------------|-------------|---------------|-------------|---------------|--------------|--------------|--------------|--------------|-------------|
| | L25 | % | L01 | % | L27 | % | M22 | % | N01 | % |
| Less: VINs Filtered out from Chrysler File to ISG | 1,763 | 2.5% | 7,010 | 4.4% | 9,716 | 6.4% | 2,357 | 8.1% | 6,266 | 5.3% |
| Other Repairs | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Repaired By Owner | 268 | 0.4% | 143 | 0.1% | 394 | 0.3% | 59 | 0.2% | 69 | 0.1% |
| Stolen | 0 | 0.0% | 7 | 0.0% | 12 | 0.0% | 1 | 0.0% | 5 | 0.0% |
| Scrapped | 264 | 0.4% | 1,312 | 0.8% | 6,094 | 4.0% | 153 | 0.5% | 1,084 | 0.9% |
| Exported | 62 | 0.1% | 117 | 0.1% | 66 | 0.0% | 10 | 0.0% | 23 | 0.0% |
| Sold Owner Unknown | 2,946 | 4.1% | 4,020 | 2.5% | 3,549 | 2.3% | 359 | 1.2% | 1,015 | 0.9% |
| Unable to Notify | 0 | 0.0% | 9 | 0.0% | 7 | 0.0% | 0 | 0.0% | 10 | 0.0% |
| Unwilling to Participate (Refused Repair) | 63 | 0.1% | 41 | 0.0% | 13 | 0.0% | 39 | 0.1% | 2 | 0.0% |
| Unwilling to Participate (Repair Does Not Apply (Location)) | 11 | 0.0% | 7 | 0.0% | 4 | 0.0% | 1 | 0.0% | 1 | 0.0% |
| Unwilling to Participate (Vehicle Modification) | 4 | 0.0% | 2 | 0.0% | 9 | 0.0% | 29 | 0.1% | 0 | 0.0% |
| Unwilling to Participate (Do Not Contact) | 0 | 0.0% | 628 | 0.4% | 415 | 0.3% | 159 | 0.5% | 525 | 0.4% |
| Unwilling to Participate | 3 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total Exceptions | 5,384 | 7.5% | 13,296 | 8.3% | 20,279 | 13.3% | 3,167 | 10.9% | 9,000 | 7.7% |

2012 to Feb 2015 Campaign Outreach Results

| Chrysler Recall Activity Campaign | | | | | | | | | | | Total Completed | |
|---|---------|--------|--------|--------|---------|--------|--------|--------|--------|--------|-----------------|--------|
| | N07 | % | M34 | % | N23 | % | N10 | % | M31 | % | Totals | % |
| Recall Initial Owner Notification Date | Apr-13 | | Jun-13 | | Aug-13 | | May-13 | | Jun-13 | | | |
| Outeach Start date | Nov-13 | | Nov-13 | | Dec-13 | | Jun-14 | | Jun-14 | | | |
| Month Outreach Started | 7 | | 5 | | 4 | | 13 | | 12 | | 8 | |
| Total VINs Affected | 119,884 | 100.0% | 48,298 | 100.0% | 295,847 | 100.0% | 61,400 | 100.0% | 5,439 | 100.0% | 1,698,083 | 100.0% |
| Remedy Rate at Start of Outreach | | 51.6% | | 36.5% | | 40.4% | | 41.0% | | 57.6% | | 51% |
| VINs Not Repaired at Start of Outreach | 58,032 | 48.4% | 30,675 | 63.5% | 176,325 | 59.6% | 36,210 | 59.0% | 2,306 | 42.4% | 834,817 | 49% |
| Total Not Able To Be Repaired Or Count As Repaired (Exceptions) | 5,822 | 10.0% | 2,091 | 6.8% | 17,260 | 9.8% | 3,730 | 10.3% | 207 | 9.0% | 80,236 | 5% |
| Repaired By Authorized Dealer under Recall Outreach (Repaired) | 28,790 | 49.6% | 17,088 | 55.7% | 81,660 | 46.3% | 8,162 | 22.5% | 815 | 35.3% | 397,495 | 23% |
| Adjusted VINs (VINs-Exceptions) | 52,210 | 5.5% | 28,584 | 4.1% | 159,065 | 5.0% | 32,480 | 2.6% | 2,099 | 3.5% | 754,581 | 44% |
| Adjusted Repair Rate (Repaired/(VINs-Exceptions)) | | 55.1% | | 59.8% | | 51.3% | | 25.1% | | 38.8% | | 53% |
| Remedy Rate at End of 6 Month Outreach | | 75.6% | | 71.9% | | 68.0% | | 54.3% | | 72.6% | | 74% |
| Change in Remedy Rate | | 24.0% | | 35.4% | | 27.6% | | 13.3% | | 15.0% | | 23% |
| Repairs post Outreach | | 4.4% | | 1.1% | | 1.0% | 418 | 0.7% | | 1.4% | 26,790 | 0% |
| Current Remedy Rate | | 80.0% | | 73.0% | | 69.0% | | 55.0% | | 74.0% | | 74% |

| | | | | | | | | | | | Total Completed | |
|---|-------------|--------------|--------------|-------------|---------------|-------------|--------------|--------------|------------|-------------|-----------------|-------------|
| | | | | | | | | | | | | |
| Less: VINs Filtered out from Chrysler File to ISG | 3,767 | 6.5% | 1,364 | 4.4% | 11,036 | 6.3% | 2,398 | 6.6% | 98 | 4.2% | 45,775 | 5.5% |
| Other Repairs | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Repaired By Owner | 118 | 0.2% | 63 | 0.2% | 182 | 0.1% | 13 | 0.0% | 18 | 0.8% | 1,327 | 0.1% |
| Stolen | 6 | 0.0% | 1 | 0.0% | 8 | 0.0% | 3 | 0.0% | 0 | 0.0% | 43 | 0.0% |
| Scrapped | 528 | 0.9% | 180 | 0.6% | 2,602 | 1.5% | 719 | 2.0% | 56 | 2.4% | 12,992 | 1.3% |
| Exported | 22 | 0.0% | 9 | 0.0% | 98 | 0.1% | 5 | 0.0% | 1 | 0.0% | 413 | 0.0% |
| Sold Owner Unknown | 521 | 0.9% | 322 | 1.0% | 2,197 | 1.2% | 366 | 1.0% | 25 | 1.1% | 15,320 | 1.2% |
| Unable to Notify | 4 | 0.0% | 5 | 0.0% | 19 | 0.0% | 10 | 0.0% | 0 | 0.0% | 64 | 0.0% |
| Unwilling to Participate (Refused Repair) | 3 | 0.0% | 1 | 0.0% | 21 | 0.0% | 3 | 0.0% | 0 | 0.0% | 186 | 0.0% |
| Unwilling to Participate (Repair Does Not Apply (Location)) | 1 | 0.0% | 0 | 0.0% | 2 | 0.0% | 1 | 0.0% | 0 | 0.0% | 28 | 0.0% |
| Unwilling to Participate (Vehicle Modification) | 0 | 0.0% | 0 | 0.0% | 2 | 0.0% | 0 | 0.0% | 0 | 0.0% | 46 | 0.0% |
| Unwilling to Participate (Do Not Contact) | 852 | 1.5% | 146 | 0.5% | 1,093 | 0.6% | 212 | 0.6% | 9 | 0.4% | 4,039 | 1.2% |
| Unwilling to Participate | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 3 | 0.0% |
| Total Exceptions | 5822 | 10.0% | 2,091 | 6.8% | 17,260 | 9.8% | 3,730 | 10.3% | 207 | 9.0% | 80,236 | 9.6% |

2012 to Feb 2015 Campaign Outreach Results

| Chrysler Recall Activity Campaign | Outreach In Mid Stage | | | | Total All | |
|---|------------------------------|----------|------------|----------|------------------|----------|
| | N08 | % | N28 | % | Totals | % |
| Recall Initial Owner Notification Date | Oct-13 | | Aug-13 | | | |
| Outeach Start date | Nov-14 | | Nov-14 | | | |
| Month Outreach Started | 13 | | 15 | | 9 | |
| Total VINs Affected | 278,927 | 100.0% | 179,970 | 100.0% | 2,156,980 | 100.0% |
| Remedy Rate at Start of Outreach | | 63.5% | | 55.3% | | 53% |
| VINs Not Repaired at Start of Outreach | 101,814 | 36.5% | 80,381 | 44.7% | 1,017,012 | 47% |
| Total Not Able To Be Repaired Or Count As Repaired (Exceptions) | 9,400 | 3.4% | 6,421 | 3.6% | 96,057 | 4% |
| Repaired By Authorized Dealer under Recall Outreach (Repaired) | 26,372 | 9.5% | 33,329 | 18.5% | 457,196 | 21% |
| Adjusted VINs (VINs-Exceptions) | 92,414 | 33.1% | 73,960 | 41.1% | 920,955 | 43% |
| Adjusted Repair Rate (Repaired/(VINs-Exceptions)) | | 28.5% | | 45.1% | | 50% |
| Remedy Rate at End of 6 Month Outreach | | 73.0% | | 73.9% | | 74% |
| Change in Remedy Rate | | 9.5% | | 18.5% | | 21% |
| Repairs post Outreach | | 0.0% | | 0.0% | 26,790 | 0% |
| Current Remedy Rate | | 73.0% | | 73.9% | | 74% |

| | Outreach In Mid Stage | | | | Total All | |
|---|------------------------------|-------------|--------------|-------------|------------------|-------------|
| | | | | | | |
| Less: VINs Filtered out from Chrysler File to ISG | 6,684 | 6.6% | 5,541 | 6.9% | 58,000 | 5.5% |
| Other Repairs | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Repaired By Owner | 86 | 0.0% | 80 | 0.0% | 1,493 | 0.1% |
| Stolen | 1 | 0.0% | 2 | 0.0% | 46 | 0.0% |
| Scrapped | 786 | 0.7% | 218 | 0.2% | 13,996 | 1.3% |
| Exported | 6 | 0.0% | 12 | 0.0% | 431 | 0.0% |
| Sold Owner Unknown | 509 | 0.1% | 345 | 0.1% | 16,174 | 1.2% |
| Unable to Notify | 23 | 0.0% | 16 | 0.0% | 103 | 0.0% |
| Unwilling to Participate (Refused Repair) | 6 | 0.0% | 5 | 0.0% | 197 | 0.0% |
| Unwilling to Participate (Repair Does Not Apply (Location)) | 1 | 0.0% | 1 | 0.0% | 30 | 0.0% |
| Unwilling to Participate (Vehicle Modification) | 3 | 0.0% | 1 | 0.0% | 50 | 0.0% |
| Unwilling to Participate (Do Not Contact) | 1,295 | 1.2% | 200 | 0.1% | 5,534 | 1.2% |
| Unwilling to Participate | 0 | 0.0% | 0 | 0.0% | 3 | 0.0% |
| Total Exceptions | 9,400 | 9.2% | 6,421 | 8.0% | 96,057 | 9.4% |

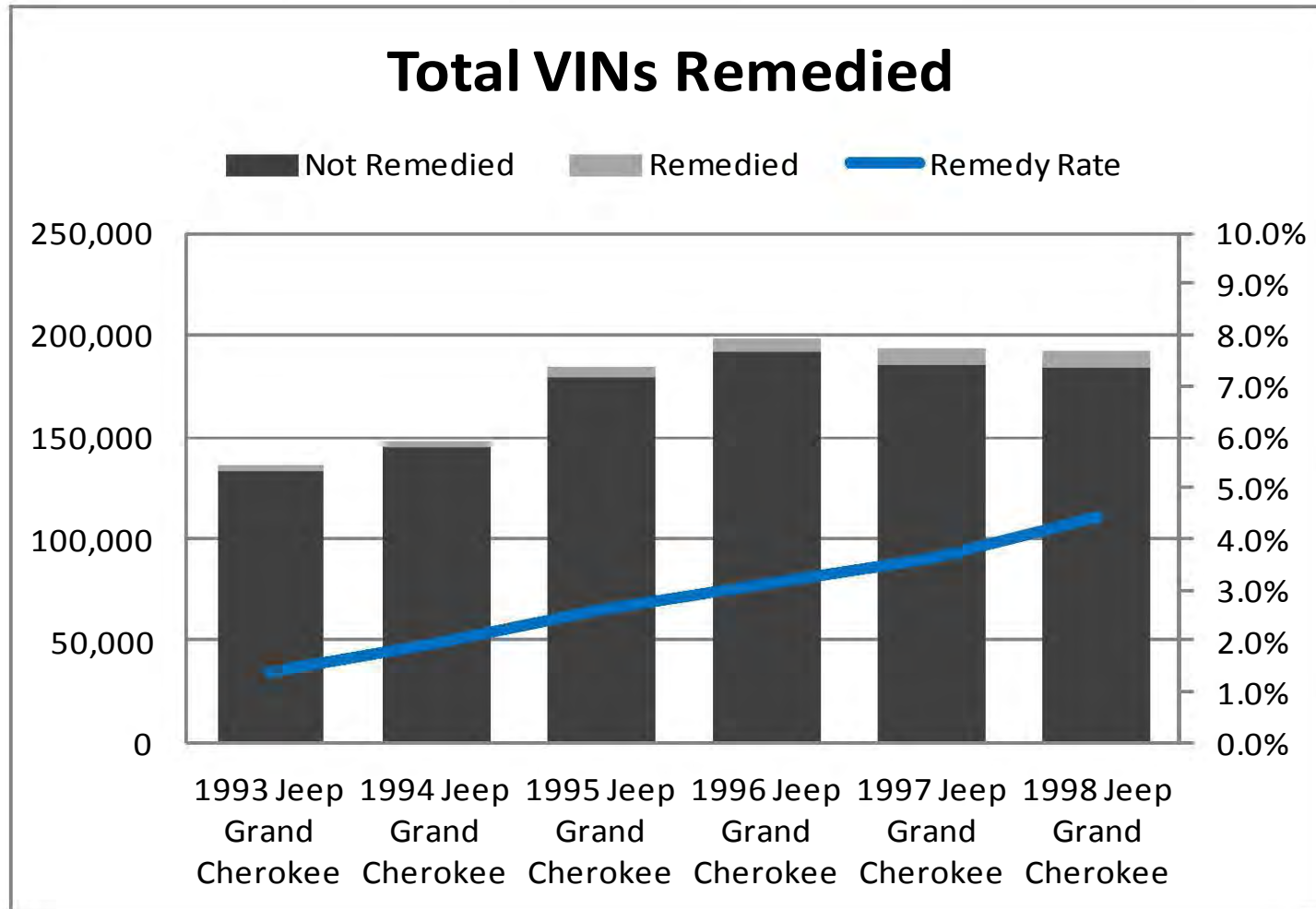
05/18/2015 SPECIAL ORDER ENCLOSURE 5 - PCA US LLC - 000040

2012 to Feb 2015 Campaign Outreach Results

| Chrysler Recall Activity Campaign | Outreach In Early Stage | | | | Total N45 / N46 | |
|---|--------------------------------|----------|------------|----------|------------------------|----------|
| | N45 | % | N46 | % | Totals | % |
| Recall Initial Owner Notification Date | Aug-14 | | Aug-14 | | | |
| Outeach Start date | Dec-14 | | Dec-14 | | | |
| Month Outreach Started | 4 | | 4 | | 4 | |
| Total VINs Affected | 1,046,106 | 100.0% | 772,171 | 100.0% | 1,818,277 | 100.0% |
| Remedy Rate at Start of Outreach | | 0.0% | | 0.0% | | 0% |
| VINs Not Repaired at Start of Outreach | 1,046,106 | 100.0% | 772,171 | 100.0% | 1,818,277 | 100% |
| Total Not Able To Be Repaired Or Count As Repaired (Exceptions) | 7,343 | 0.7% | 5,452 | 0.7% | 12,795 | 1% |
| Repaired By Authorized Dealer under Recall Outreach (Repaired) | 29,874 | 2.9% | 127,435 | 16.5% | 157,309 | 9% |
| Adjusted VINs (VINs-Exceptions) | 1,038,763 | 99.3% | 766,719 | 99.3% | 1,805,482 | 99.3% |
| Adjusted Repair Rate (Repaired/(VINs-Exceptions)) | | 2.9% | | 16.6% | | 8.7% |
| Remedy Rate at End of 6 Month Outreach | | 2.9% | | 16.5% | | 8.7% |
| Change in Remedy Rate | | 2.9% | | 16.5% | | 8.7% |
| Repairs post Outreach | | 0.0% | | 0.0% | 0 | 0.0% |
| Current Remedy Rate | | 2.9% | | 16.5% | | 9% |

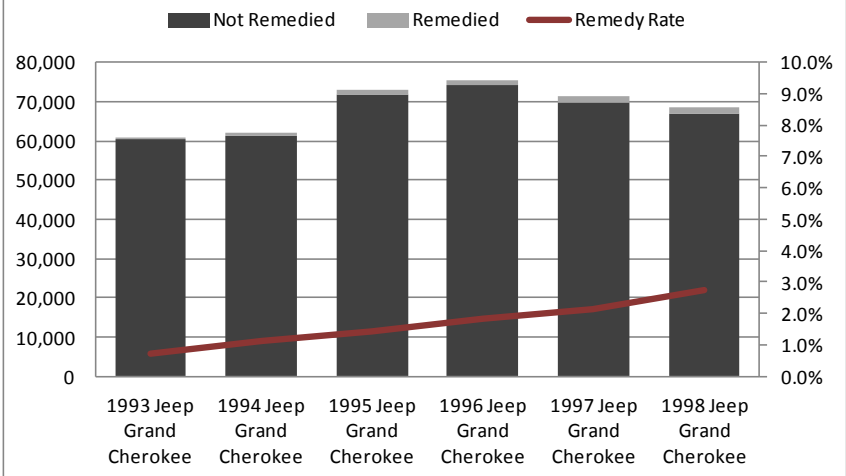
| | Outreach In Early Stage | | | | Total N45 / N46 | |
|---|--------------------------------|-------------|--------------|-------------|------------------------|-------------|
| | | | | | | |
| Less: VINs Filtered out from Chrysler File to ISG | 0 | 0.0% | 0 | 0.0% | 0 | 5.5% |
| Other Repairs | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Repaired By Owner | 47 | 0.0% | 124 | 0.0% | 171 | 0.1% |
| Stolen | 23 | 0.0% | 15 | 0.0% | 38 | 0.0% |
| Scrapped | 3,961 | 0.3% | 2,784 | 0.3% | 6,745 | 1.3% |
| Exported | 32 | 0.0% | 28 | 0.0% | 60 | 0.0% |
| Sold Owner Unknown | 2,607 | 0.0% | 1,825 | 0.0% | 4,432 | 1.2% |
| Unable to Notify | 38 | 0.0% | 92 | 0.0% | 130 | 0.0% |
| Unwilling to Participate (Refused Repair) | 61 | 0.0% | 43 | 0.0% | 104 | 0.0% |
| Unwilling to Participate (Repair Does Not Apply (Location)) | 10 | 0.0% | 5 | 0.0% | 15 | 0.0% |
| Unwilling to Participate (Vehicle Modification) | 9 | 0.0% | 8 | 0.0% | 17 | 0.0% |
| Unwilling to Participate (Do Not Contact) | 555 | 0.0% | 528 | 0.0% | 1,083 | 1.2% |
| Unwilling to Participate | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| Total Exceptions | 7,343 | 0.7% | 5,452 | 0.7% | 12,795 | 0.7% |

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000041

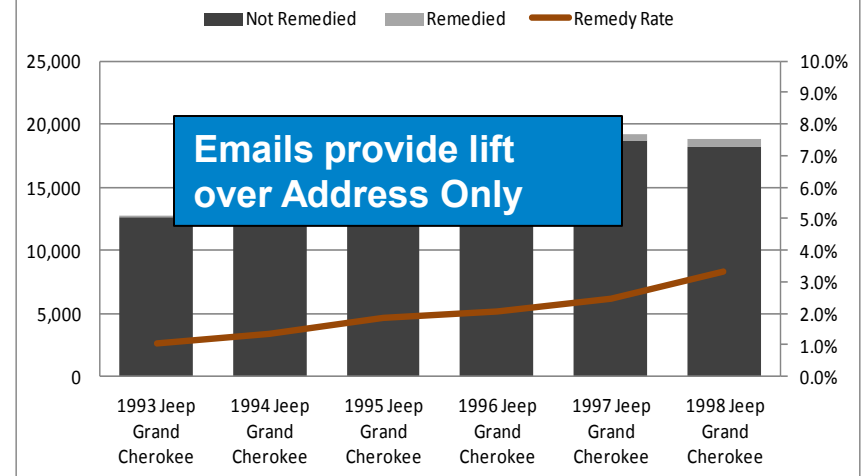


N45: Phone numbers drive Remedy Rate higher while emails help optimize cost per remedy

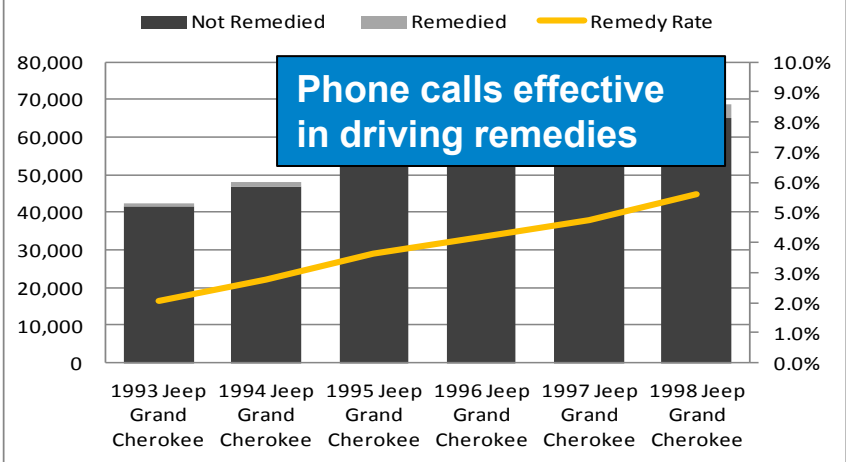
Address Only



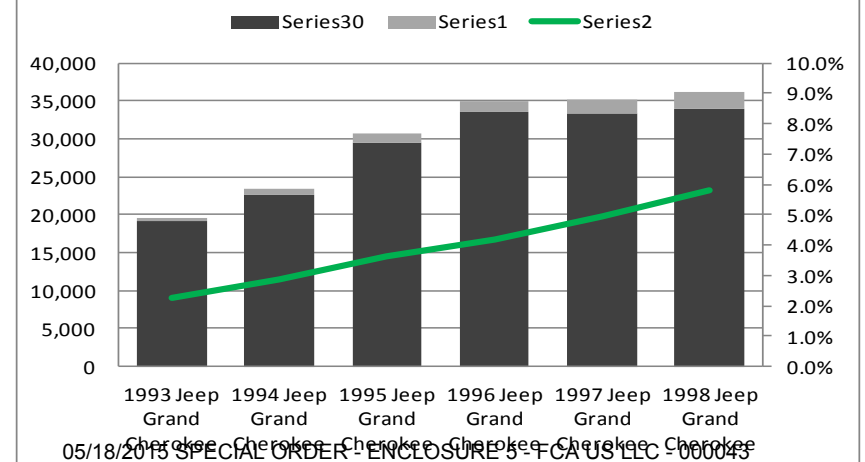
E-mail & Address Only



Phone & Address Only

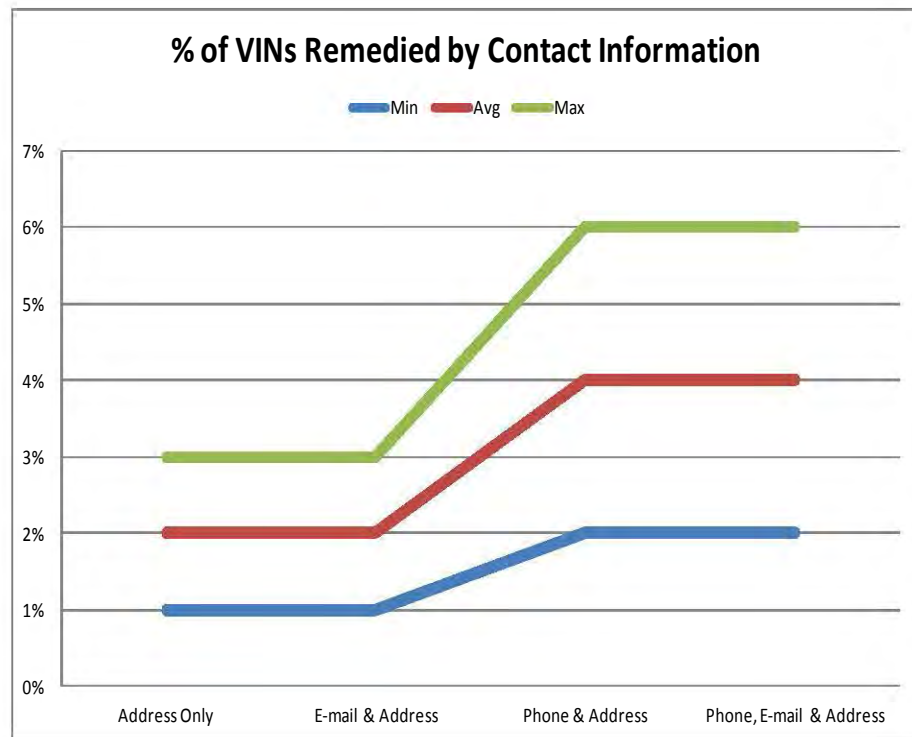
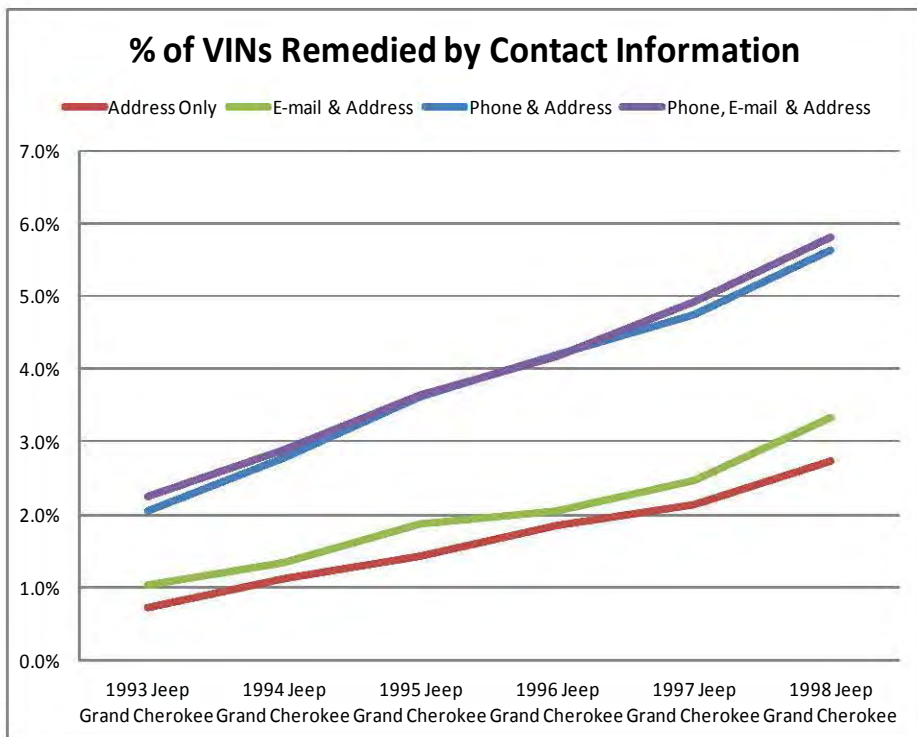


Address, Phone & E-mail

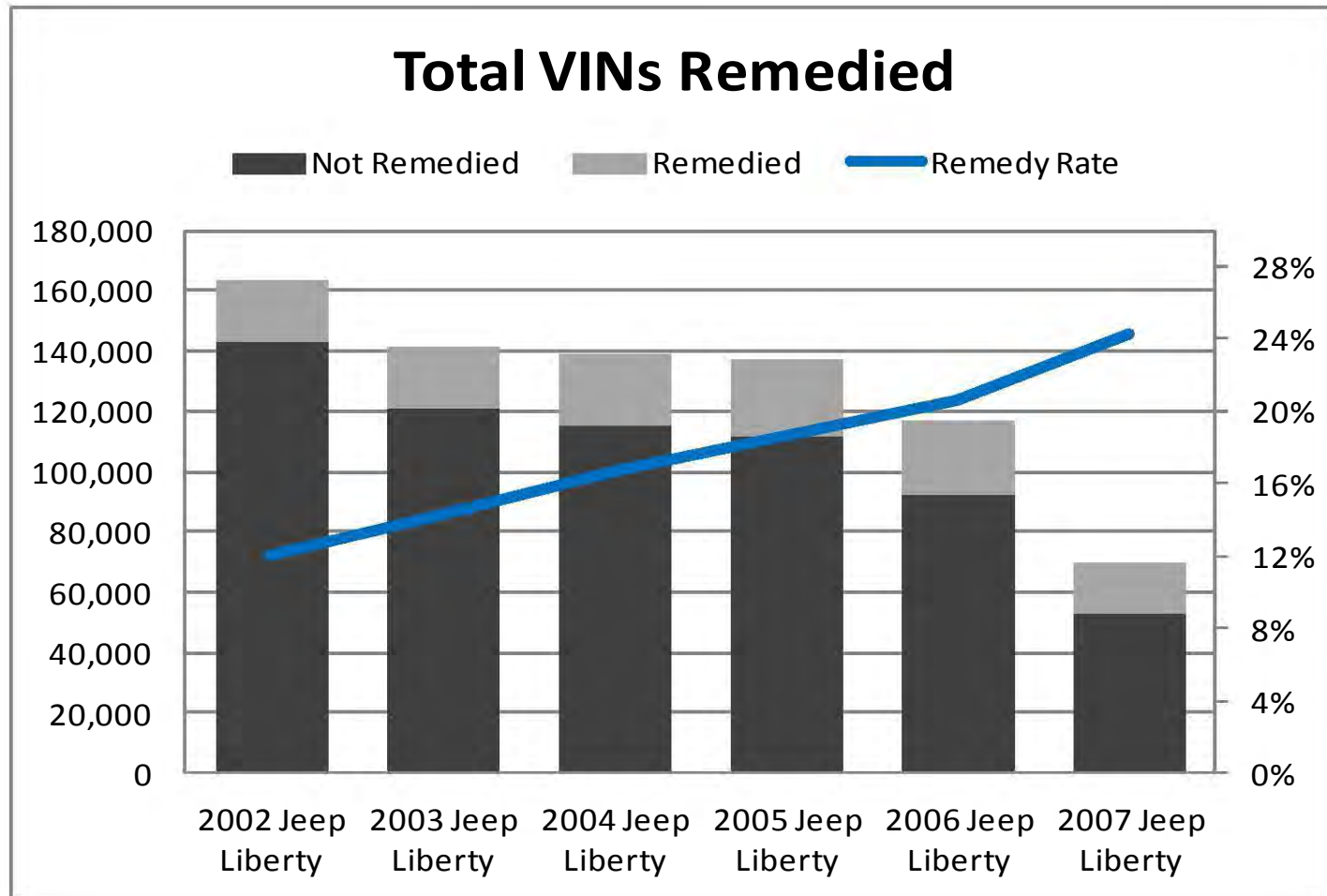


05/18/2013 SPECIAL ORDER - ENCLOSURE 3 - FCA US LLC - 000045

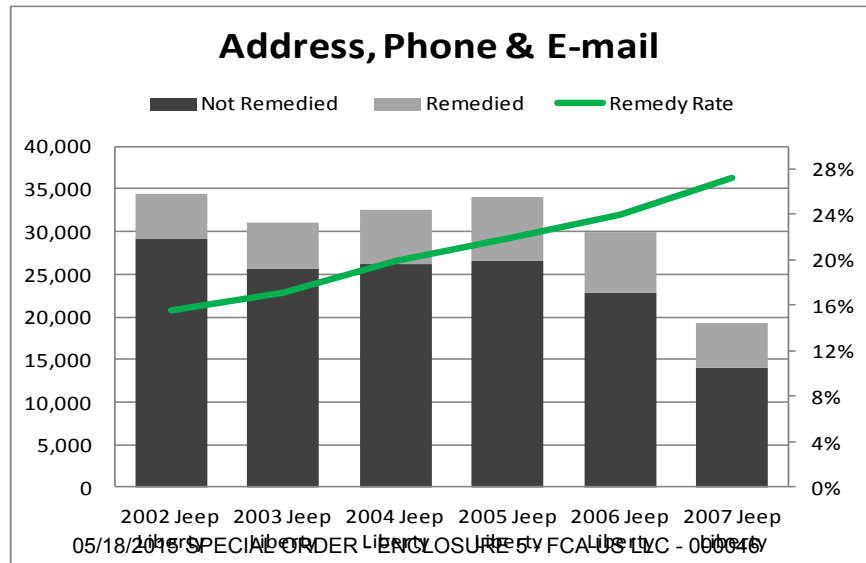
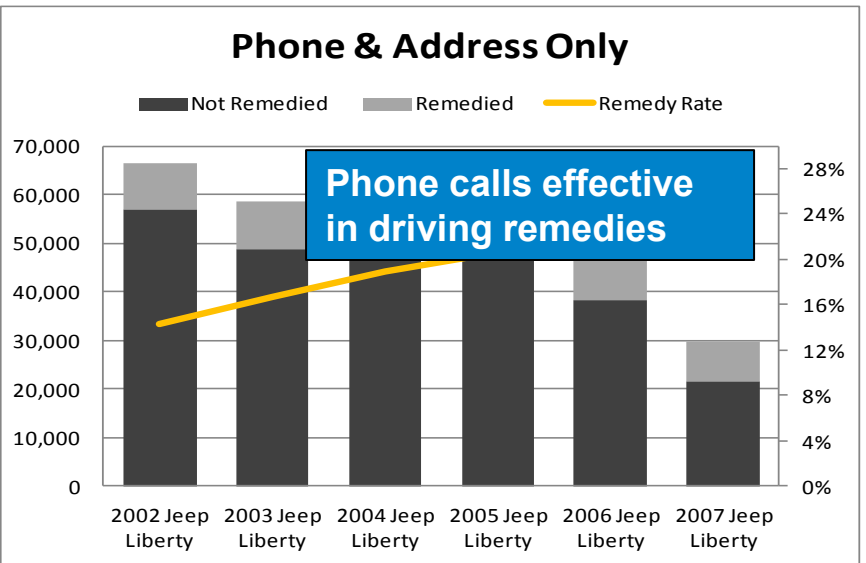
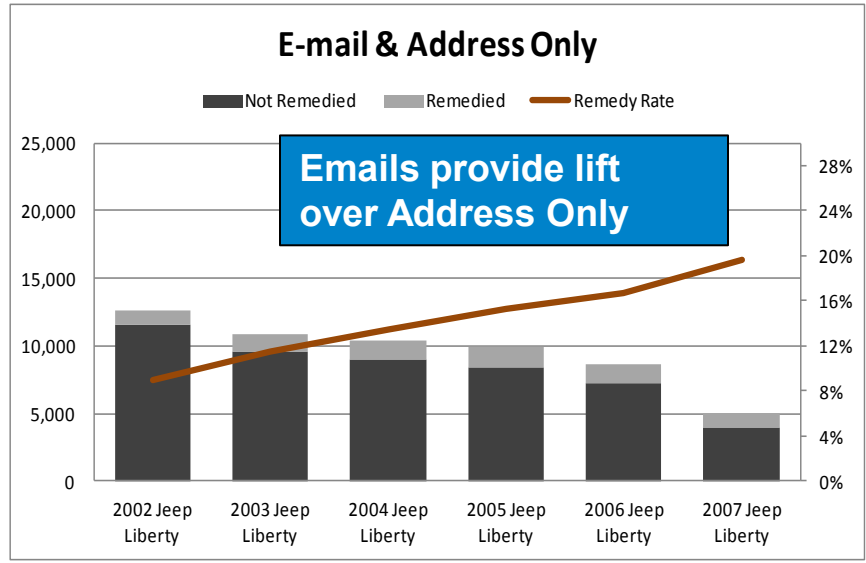
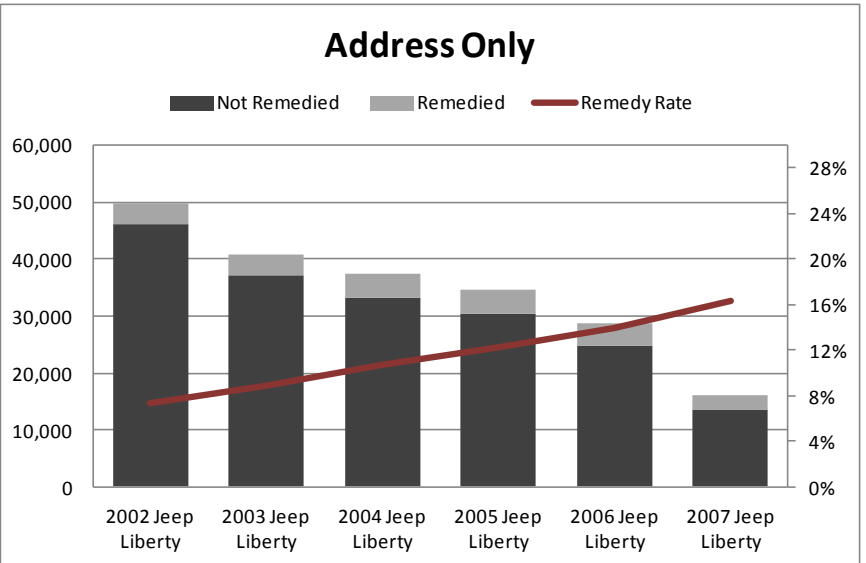
N45 Remedy Rate results by Contact Method consistent across Vehicle YMM



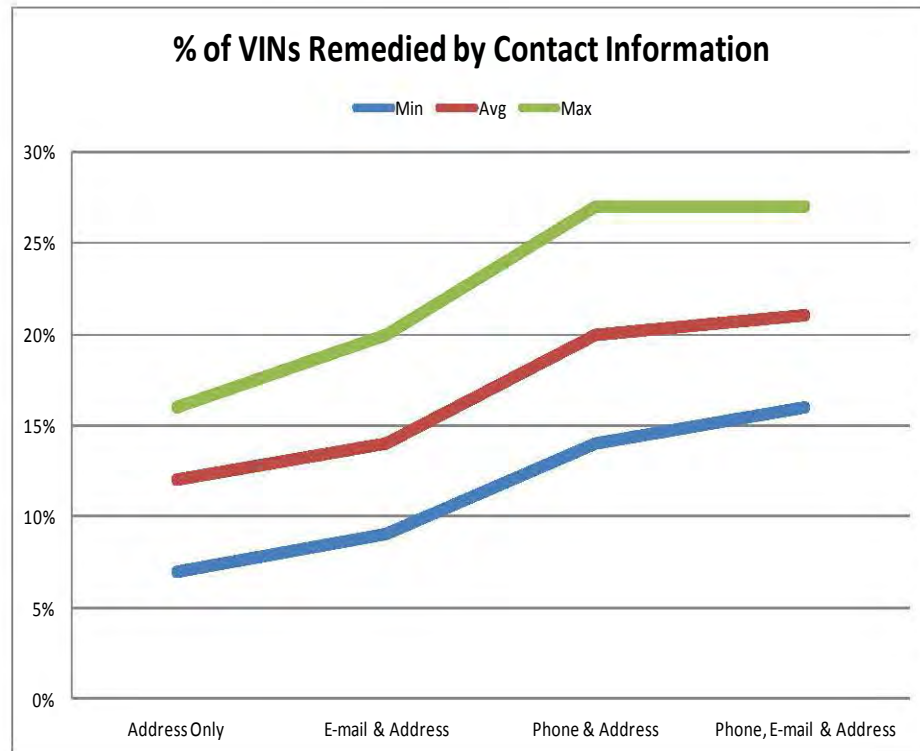
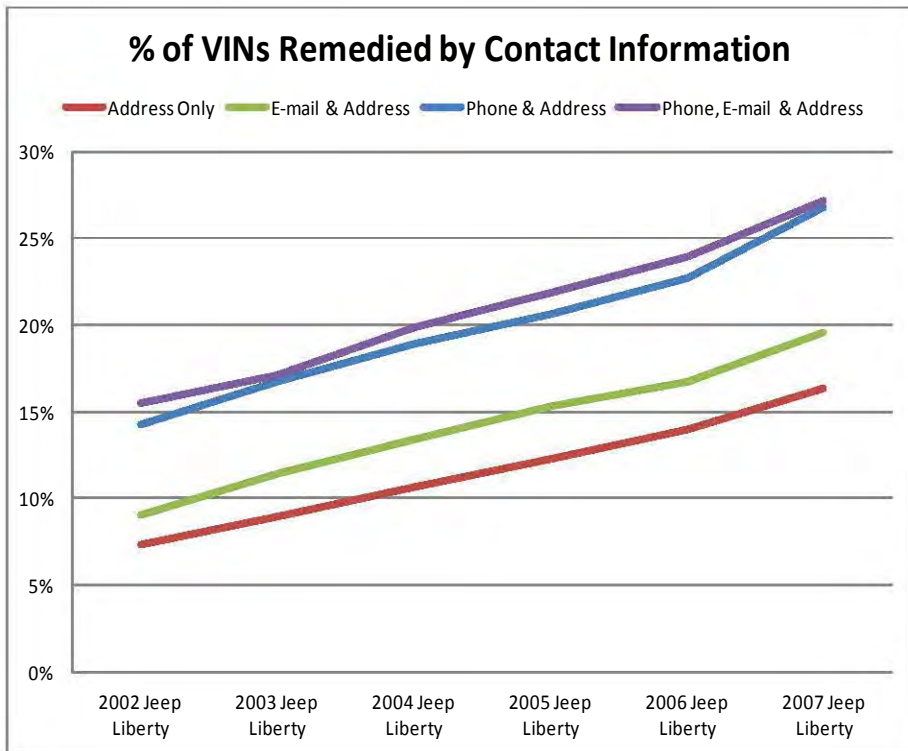
Phone calls provide the highest remedy rate across all YMMs.



N46: Phone numbers drive Remedy Rate higher while emails help optimize cost per remedy



N46 Remedy Rate results by Contact Method consistent across Vehicle YMM



Phone calls provide the highest remedy rate across all YMMs.



FIAT CHRYSLER AUTOMOBILES

Jeep Structural Reinforcement Completion Rate Initiative

5/21/2015

NAFTA
REGION



Agenda

- Introductions
- Current Completion Status and Trend
 - NHTSA vs. Active Denominators, Versus GM Benchmark
- Outreach Activity - Completed / Ongoing
 - ISG Website Support Approach
 - ISG Outreach Process
 - Dealer Activity
 - Customer Care
 - Service Marketing Recall Reminders
 - Website, Mobile Application & Social Media Enhancements
 - Targeted Digital Owner Communications / Events / Demographics
- Outreach Activity - Planned
 - Customer Incentive Plan
 - Dealer Incentive Plan
 - Recall Auction & Salvage Actions
 - Measurement
- Wrap Up & Next Steps
- Questions

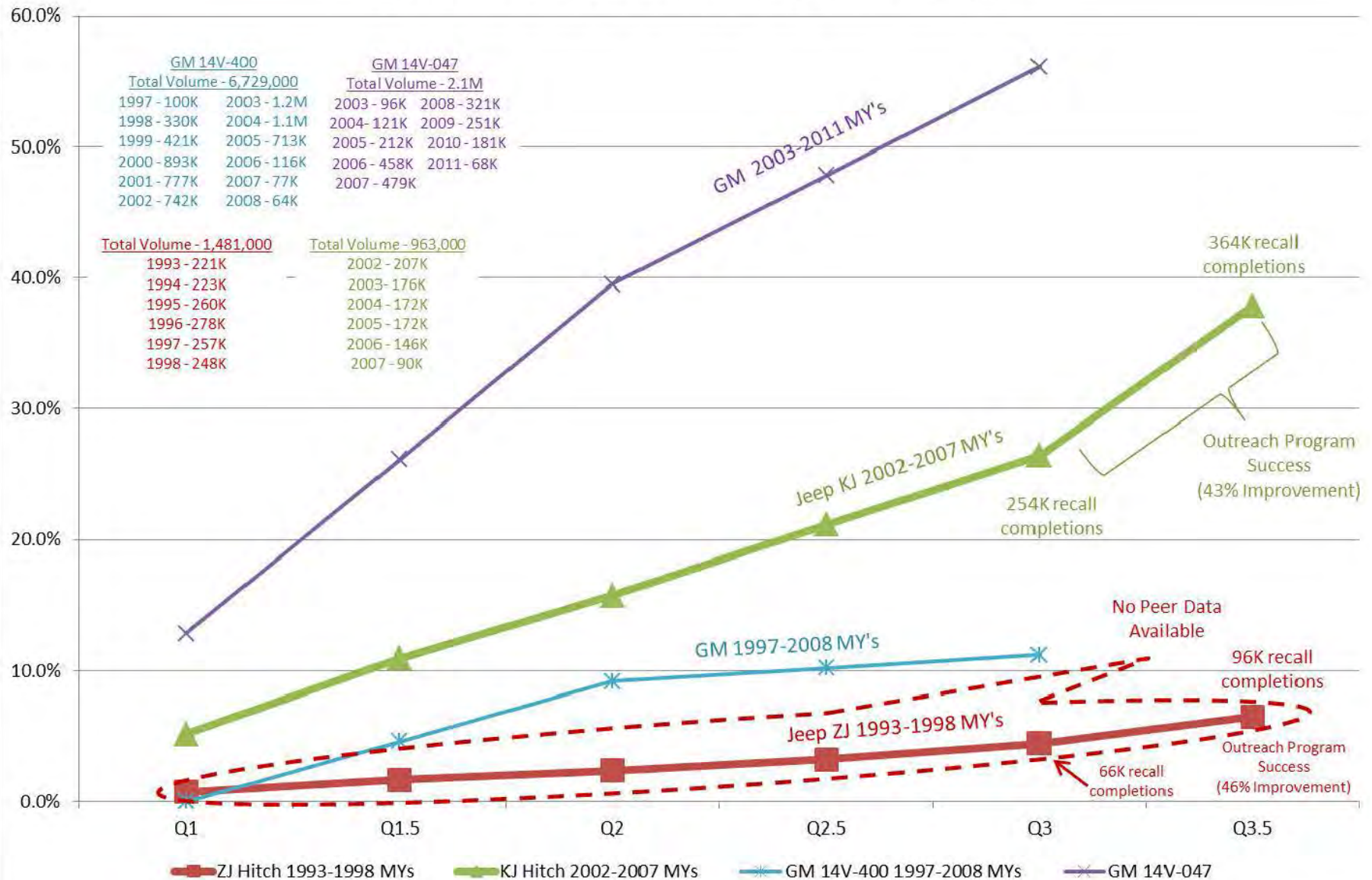


FIAT CHRYSLER AUTOMOBILES

Current Completion Status and Trend

Current Completion Status and Trend

NHTSA Quarterly Recall Comparison (Jeep Hitch Campaigns vs. GM Ignition Switch)





FIAT CHRYSLER AUTOMOBILES

Outreach Activity - Completed / Ongoing

NAFTA
REGION



DODGE

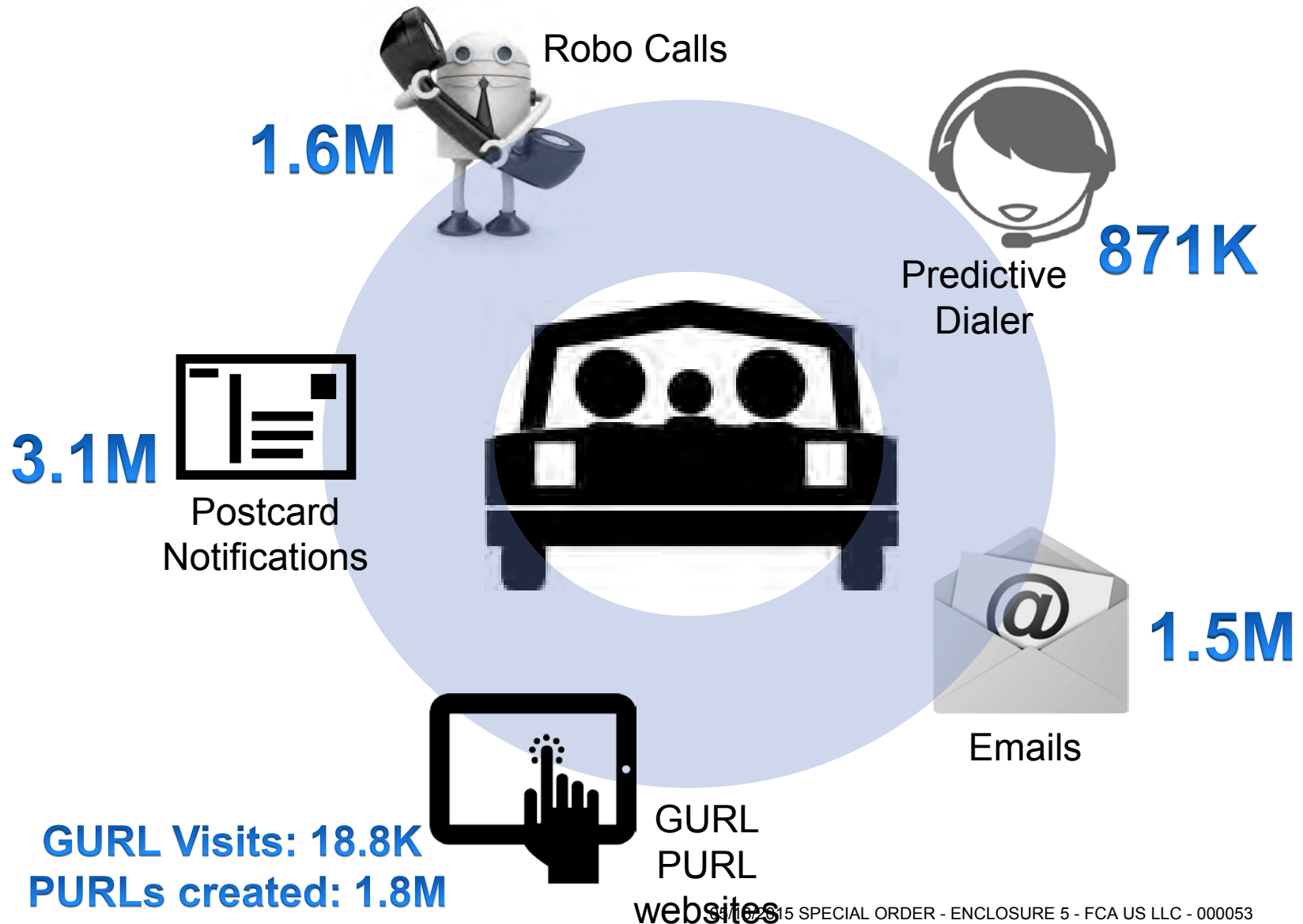


Jeep



SRT

Recall Outreach Program



Jeep Grand Cherokee (13V-252 - N45) – Details

Total Vehicle Population

1,493,177



Total VINs with Contact Info

1,051,651



Consumer Info Found: 411K - Address Only
103K - Email Only
357K - Phone Only
180K - Email & Phone



Less 3% of VIN Population:

Unknown Owners: -6K / Scrapped Vehicles: -25K / Owners Unwilling: -2K

Contact Attempts:

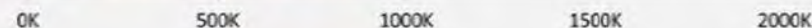
3,896,212

1,805K - Mailings

866K - Robo Calls

866K - Emails Sent

372K - Predictive Dialer



Results:

3.7 Contacts/VIN

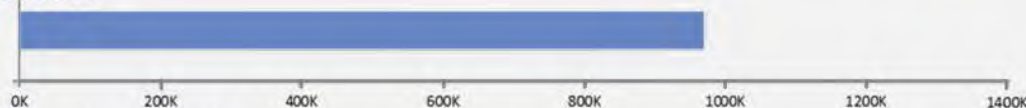
5.9 Repair %

62K Total Repairs

Jeep Liberty (13V-252 - N46) – Details

Total Vehicle Population

973,875



Total VINs with Contact Info

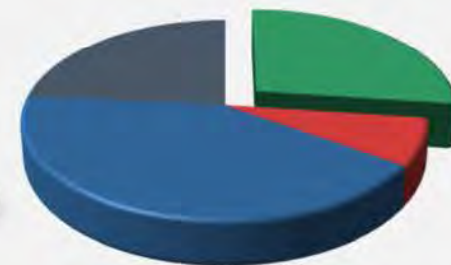
767,521



Consumer Info Found: **206K - Address Only**
58K - Email Only
321K - Phone Only
181K - Email & Phone

Less 2% of the VIN Population:

Unknown Owner: 4K / Scrapped: 9K / Unwilling: 1K



Contact Attempts:

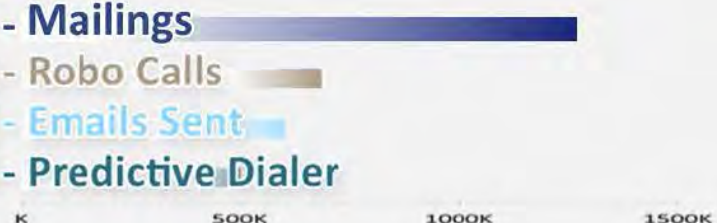
3,050,730

1,265K - Mailings

686K - Robo Calls

601K - Emails Sent

499K - Predictive Dialer



Results:

4.0 Contacts/VIN **26.9** Repair % **200K** Total Repairs

05/18/2015 SPECIAL ORDER ENCLOSURE 5 FCA US LLC 100053

FCA Executive Management Involvement

Daily Report

| US Total | | | |
|--------------------------------------|-----------|----------|---------|
| | Counts | % | As of |
| Total Population | 1,493,177 | | |
| Active Vehicle Count | 746,558 | | |
| Total Customer Mailings | 1,305,307 | Complete | 9/27/14 |
| Total Recall Claims Processed | 97,544 | 13.1% | 5/18/15 |
| Inspect and Installed | 56,802 | 58.2% | |
| Inspection Performed Only | 38,635 | 39.6% | |
| Level 5 Corrosion / Collision Damage | 2,107 | 2.2% | |
| Total Part Availability | 197,499 | 26.5% | 5/18/15 |
| Total Number of Pieces Shipped | 88,924 | 45.0% | |
| Stock on hand at PDC | 94,063 | 47.6% | |
| Stock on hand in Dealerships | 31,415 | 15.9% | |
| MRA | 8 | 0.0% | |
| CAC Contacts | 24,356 | 1.9% | 5/17/15 |
| Outreach Attempts | 3,896,212 | 298.5% | 5/10/15 |
| Customer Dialogs | 42,017 | 3.2% | 5/10/15 |
| STAR Contacts | 298 | | 5/10/15 |

| N45 | | | |
|--------------------------------------|-----------|----------|---------|
| US Total | Counts | % | As of |
| Total Population | 1,493,177 | | |
| Active Vehicle Count | 746,558 | | |
| Total Customer Mailings | 1,305,307 | Complete | 9/27/14 |
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| MRA | 8 | 0.0% | |
| CAC Contacts | 24,356 | 1.9% | 5/17/15 |
| Outreach Attempts | 3,896,212 | 298.5% | 5/10/15 |
| Customer Dialogs | 42,017 | 3.2% | 5/10/15 |
| STAR Contacts | 298 | | 5/10/15 |

| N46 | | | |
|--------------------------------------|-----------|----------|---------|
| US Total | Counts | % | As of |
| Total Population | 973,875 | | |
| Active Vehicle Count | 852,110 | | |
| Total Customer Mailings | 971,226 | Complete | 9/27/14 |
| Total Recall Claims Processed | 367,745 | 43.2% | 5/18/15 |
| Inspect and Installed | 270,550 | 73.6% | |
| Inspection Performed Only | 95,563 | 26.0% | |
| Level 5 Corrosion / Collision Damage | 1,632 | 0.4% | |
| Total Part Availability | 499,401 | 58.6% | 5/18/15 |
| Total Number of Pieces Shipped | 289,716 | 58.0% | |
| Stock on hand at PDC | 194,087 | 38.9% | |
| Stock on hand in Dealerships | 28,811 | 5.8% | |
| MRA | 4 | 0.0% | |
| CAC Contacts | 23,783 | 2.4% | 5/17/15 |
| Outreach Attempts | 3,050,730 | 314.1% | 5/10/15 |
| Customer Dialogs | 61,392 | 6.3% | 5/10/15 |
| STAR Contacts | 716 | | 5/10/15 |

**SENIOR MANAGEMENT
REVIEW MEETING
EVERY 2 WEEKS**

Program Mission

- To provide as many avenues and opportunities to reduce customer effort to get vehicle into stores for recall completion.



Customer Mailers & Incentives



Free Car Washes



Dedicated Service Advisors



Dedicated Recall Coordinators



**Extend Evening Hours
Add Overnight Shifts
Add Saturdays/Sundays**



Customer Parties



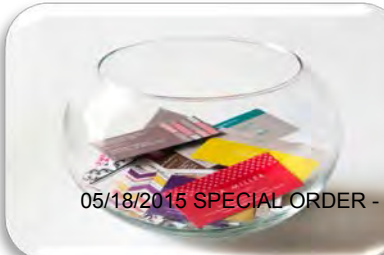
Outreach Programs



**Dedicated Recall Techs
Mobile Techs & VO-Techs
Cross skill Techs**



Used Dealer Search



Business Card Drop



PRESIDENTS' DAY

EVENT

GET GREAT DEALS DURING
THE PRESIDENTS DAY EVENT






**SAVE OVER
\$1,200**

ALL NEW!

2015 CHRYSLER 200C \$36,295
- \$1,295
\$35,000
+ Tax & Title.

4 Door Sedan, **AWD**, 3.6L,
V6, 9 Spd Automatic, Full
Power, Lthr, Nav., Loaded!

Do You Own A DODGE - CHRYSLER - JEEP - RAM?
Does It Have An Open Recall?
Call "Recall Rose" Today! 607-746-2181
Have the last 8 characters of the VIN # **Schedule It Today!**

Service Excellence Since 1936



**Delhi Motor
Company, Inc.**

NYS RT. 10 & RT. 28, DOWNTOWN DELHI
607-746-2181 • M-F 8AM-5PM • SAT 8AM-NOON
www.delhimotorco.com • delhimotors@delhitel.net

Not responsible for Typographical errors. Prices may include rebate to dealer.

Dear Customer

May 15, 2015

Deery of Iowa City would like to offer you a FREE Oil change with filter, a FREE comprehensive inspection and to finish off the deal, a FREE automatic car wash and quick vacuuming to get rid of some of the winter dirt!

Yes there is a catch! We have been notified that your vehicle is involved in 1 or more SAFETY recalls that need to be done as soon as possible! The manufacturer has had some parts delays but I'm glad to inform you that parts are now available for most all recalls and we are willing to perform these services at no charge to you PLUS the bonus of a Free service and detail.

Time is of the essence and this offer will expire quickly! Please call me so I can schedule your appointment!

Sincerely,

Sandra Whaley
swhaley@deerybrotherscdjr.com

Customer relations

Deery of Iowa City

319-887-9000



- Inform customer of all open recalls on their vehicle/vehicles.
- Provide dealer scheduling service if parts are available
- If Parts are unavailable:
 1. Provide additional notification in addition to required notification
 2. Notify customer when parts are available and schedule appointment with dealer
- Engage the Business Center for resolution in cases in which the customer is unable to get an appointment for repairs.
- Provide alternate transportation as required
- Maintain public knowledgebase of recall information
- Implemented self-service line with recall information
- Update Customer information to ensure accuracy of information

05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000059

Service Marketing Recall Reminders

- Service Reminders regarding any vehicle with an open recall
- Must be a marketable address
- FCA developed and promoted
- Dealer-funded



**Dealers
Participating
CY 2014 - 1,017
YTD 2015 - 295**

**Annual Recall
Reminder
Volumes**

**CY 2014 - 815,458
YTD 2015 - 256,051**

Links from Jeep to FCA Recall Site

Jeep

VEHICLES

SHOPPING TOOLS

CAPABILITY

JEEP LIFE

OWNERS

Español

Q

FIND A
DEALER

BUILD
& PRICE

About Your Vehicle

Owners Site/Uconnect® Access Login
Owners and Service Manuals
Find your Uconnect® System
Towing Assistance

Service and more

Warranty
Mopar® Vehicle Protection
Recall Information
Service Coupons
Shop Parts & Accessories
Jeep® MasterCard®

Patriot

Wrangler

Cherokee

Renegade

Grand Cherokee

Wrangler Unlimited

Compass

Be sure to follow all instructions in Owner's Manual for removal of top, doors and lowering of windshield. Always drive within your ability and experience level and consistent with conditions.

THE ALL-NEW
JEEP RENEGADE

HOW MUCH IS IT WORTH?

Get your
vehicle's trade
in value



NOW GET A \$1,500
TOTAL CASH ALLOWANCE*

ON 2015
JEEP
CHEROKEE
SPORT,
LATITUDE
AND LIMITED.

DRIVE
AND DISCOVER
Jeep
DISCOVER GREAT
DEALS NOW.

SHOPPING TOOLS

FIND A DEALER



COMMERCIALS

NEW INVENTORY

VEHICLES

Compass
Cherokee
Grand Cherokee
Grand Cherokee SRT®
Patriot
Renegade
Wrangler
Wrangler Unlimited

SPECIALTY MODELS

Compass Altitude
Compass High Altitude

RESEARCH

Build & Price a Vehicle
Compare Models
Grand Cherokee Compare
Cherokee Compare
Renegade Compare
Competitive Compare
Get a Brochure
Sign Up For Updates

LOCATE

Search New Inventory
Find a Dealer
Schedule a Test Drive

CAPABILITY

Trial Rated®
4WD Systems
Towing
Fuel Efficiency
FuelSaver
Off-Road Guide
FAQ and Glossary

JEEP® BRAND ENTHUSIASTS

Jeep® History
Jeep® Badge of Honor
Jeep® Blog
Jeep® Merchandise
Commercials
Download Mobile Apps

SRT

Grand Cherokee SRT®
SRT® Track Experience

FOLLOW US

ABOUT YOUR VEHICLE

Owners Site/Uconnect® Access
Login
Owners and Service Manuals
Find your Uconnect® System
Towing Assistance

SERVICE & MORE

Warranty
Mopar® Vehicle Protection
Recall Information
Service Coupons
Shop Parts & Accessories

05/18/2015 FCA US LLC - 000061

5/21/2015

14

Continued Website Enhancements

January 5

FCA
FIAT CHRYSLER AUTOMOBILES

NEW FAQ CONTACT US

Recall Safety Information

FCA US LLC regards the safety and security of our customers and their families as paramount and is fully committed to producing a vehicle with long-lasting reliability.

Your confidence in our products and our service is of the utmost importance to us. As a result of our commitment to you, we will periodically recall a vehicle to correct a problem or improve overall performance and integrity.

[Look Up by VIN Number](#)

To find out if your vehicle has any outstanding recalls or campaigns, click the link below and enter your Vehicle Identification Number (VIN) when prompted.

The VIN is located on the VIN plate on the dashboard of your vehicle (front left of windshield by driver). You can also find the VIN on your sales agreement, insurance documents and title.

[Log In or Register your Vehicle](#)

Visit Mopar, Owner Connect and register your vehicle to receive these benefits and more:

- View all your maintenance records.
- Access your vehicle's User Guide and Owner's Manual.
- Watch videos about your vehicle's features.

May 18

FCA
FIAT CHRYSLER AUTOMOBILES

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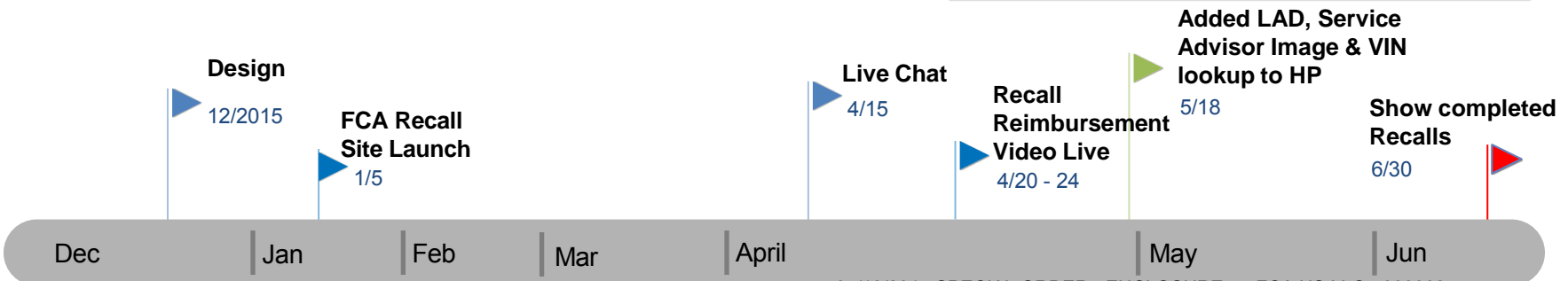
The VIN is located on the VIN plate on the dashboard of your vehicle (front left of windshield by driver). You can also find the VIN on your sales agreement, insurance documents and title. [Learn More](#)

[Log In or Create an Account](#)

Visit Mopar, Owner Connect and register your vehicle to receive these benefits and more:

- View all your maintenance records.
- Access your vehicle's User Guide and Owner's Manual.
- Watch videos about your vehicle's features.

Timing & Next Steps





- Listen to the voice of the customer online in forums/blogs discussing N45/N46

Efforts ongoing since 1/2015

- Understand customer volumes and themes around:
 - Possible customer barriers we need to help them to overcome:
 - ▲ Dealer challenges
 - ▲ Misconceptions/Confusion

Analysis 5/14 – 5/31



- Support customer needs with new website content based on themes

TBD on Listening Analysis



- Engage with customers to help them navigate challenges and correct misperceptions/eliminate confusion

Ongoing

Expand Targeted Marketing Efforts

Original Post

 **Mopar** ✓
December 18, 2014 · 🌐

Your Jeep Grand Cherokee may have a safety recall. Click here for more information.



Attention Jeep Owners


The official Chrysler, Dodge, Jeep and Ram owners site provides information on owners manual, accessories catalog, parts, recalls, payment and dealers location for maintenance, service and repair of the chrysler group vehicles

[HTTPS://WWW.MOPAROWNERCONNECT.COM/](https://www.moparownerconnect.com/)

Like · Comment · Share

👍 Christina Ferguson, Payton Redmon, Andrew Cooper and 588 others like this. Most Relevant ▾


Comments/Customer Engagement

 **Clinton Laurin** Thanks for the update. Our '96 is a solid one owner Jeep that would be tough to let go of. I have received one recall notice.



👍 1 · December 19, 2014 at 11:06pm
↩ 1 Reply

 **Michael Thcerbla** Oooo, I just got my recall notice in the mail too!
👍 1 · December 19, 2014 at 9:45pm

 **Mopar** ✓ Parts are definitely available for this recall in our parts distribution centers. Please call your dealer back, have them order the part from us and schedule the time to get it installed!
👍 6 · December 20, 2014 at 6:46am

- Exploring expanded list of sites with data sharing agreements to target owners
- Identifying opportunities based on demographic targeting
- Additional placements as necessary to promote incentive

- Identify demographic subsets to target outreach efforts

Current Owners*

N45 (Jeep Grand Cherokee)

- Likely to be:
 - Younger than 45
 - HHLD income < \$50K
 - Single
 - Renter
 - Children likely

N46 (Jeep Liberty)

- Likely to be:
 - Younger than 45
 - HHLD income < \$50K
 - Single
 - Renter
 - Children likely

Buyers/1st Owners**

- Likely to be:
 - Mean Age 49
 - Mean Income \$152K
 - 70% College Grad (15% Post Graduate)
 - Homeowner
 - Children in HHLD

- Likely to be:
 - Mean Age 50
 - Mean Income \$106K
 - 53% College Grad (14% Post Graduate)
 - Homeowner
 - Children in HHLD

* 2015 Experian Custom Demographic Study

** 2014 NVES

- Top 10 Mosaic Clusters further our understanding of the customers

N45 (Grand Cherokee)

1. O54: Striving Single Scene
2. R67: Hope for Tomorrow
3. P60: Striving Forward
4. O52: Urban Ambition
5. P61 Humble Beginnings
6. P59: Nuevo Horizons
7. O55: Family Troopers
8. R66: Dare to Dream
9. G25: Urban Edge
10. P57: Meager Metro Means

N46 (Liberty)

1. P60: Striving Forward
2. P61: Humble Beginnings
3. R67: Hope for Tomorrow
4. O52: Urban Ambition
5. P59: Nuevo Horizons
6. O54: Striving Single Scene
7. O55: Family Troopers
8. I33: Hispanic Harmony
9. R66: Dare to Dream
10. P58: Fragile Families

Segmentation Next Steps

- Map Mosaic Segmentation clusters to identify geo-targeting opportunities
- Further develop segmentation to create better target audiences, such as ethnicity, media consumption
- Leverage segmentation to target efforts around promoting additional incentive

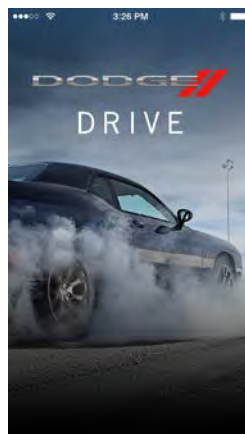
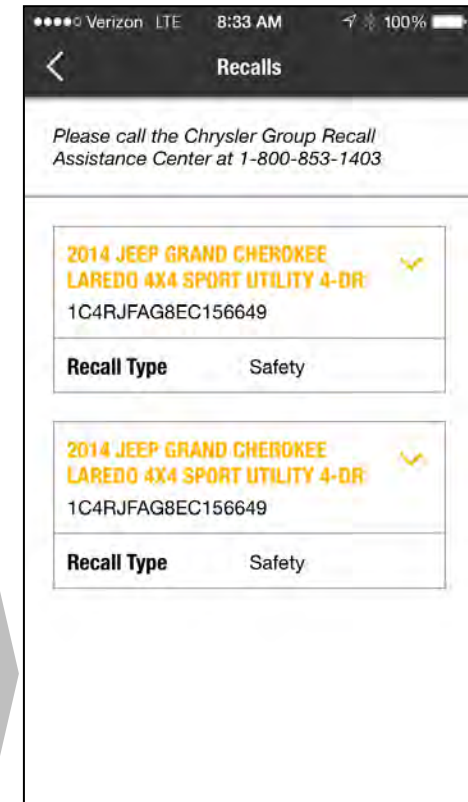
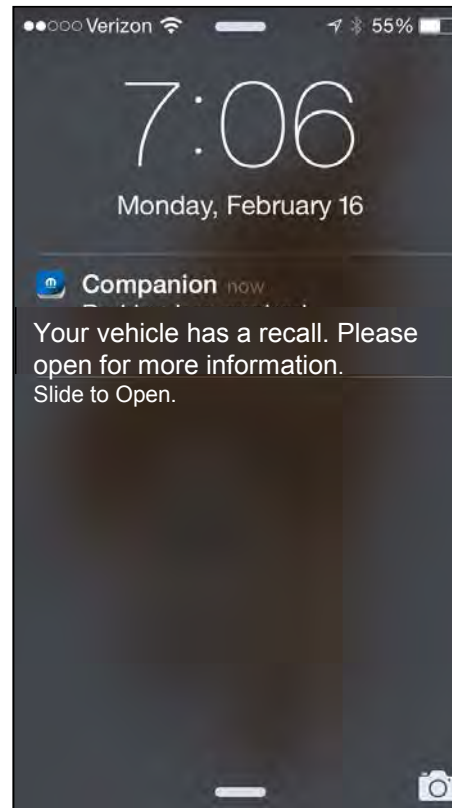


FIAT CHRYSLER AUTOMOBILES

Outreach Activity - Planned

New Recall Feature in Owner Apps

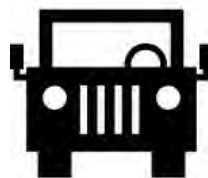
- Integrating Recall Push Notifications into all 6 Owner Apps
- Monthly reminder to all users with open recalls
- Live in July



Customer Incentive 6 - Week Pilot

| | GRAND CHEROKEE (N45) | LIBERTY (N46) |
|----------------------|-------------------------|------------------|
| Total Population | 1,493,177 | 973,875 |
| Active Vehicle Count | 746,558 | 852,140 |
| Customer Mailings | 1,305,307 | 971,226 |
| Completed Recalls | 95,400 (12.8%)* | 360,920 (42.4%)* |

TRADE IN



BONUS CASH

TBD

-- OR --



PROGRAM RULES

- Trade In with a Clean Title
- Proof of recall completion or vehicle scrap

Service Advisor Incentive – 6 Week Pilot

Mopar Service Excellence Reward

Program Mission

- Leverage our existing program to raise awareness among dealership service personnel of recall Jeep Grand Cherokee/Liberty which will increase completion rates.

How it Works?

- Create a TBD incentive to the Service Advisor per completed Jeep Grand Cherokee/Liberty recall.
 - Service advisors earn a TBD incentive for every completed Jeep Grand Cherokee/Liberty recall they schedule.
 - Provides incentives for them to reach out to customers and prioritize scheduling.

Expected Outcome

- Increased Jeep Grand Cherokee/Liberty completion rates.
- Heightened awareness of open recalls on the service drive.
- Service Advisors actively working on customer lists for recall awareness.



Jeep

- Capture Jeep Jamboree USA participant registration information to identify vehicles in recall population attending Jeep events
- Participate in event and schedule dealer recall service appointment
- Program defined July 2015



05/18/2015 SPECIAL ORDER - ENCLOSURE 5 - FCA US LLC - 000071

■ Jeep Jamboree USA Registration Data

Driver Info

| | | |
|--|----------------------|----------------------|
| First Name* | Last Name* | Age* |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Cell Phone* | Alternate phone | # of Prev. Events* |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Billing Address* | City* | |
| <input type="text"/> | <input type="text"/> | |
| State* | Zip* | |
| <input type="text" value="--- Please Select ---"/> | <input type="text"/> | |
| Country* | Email* | |
| <input type="text" value="United States"/> | <input type="text"/> | |

Vehicle Info

| | | | |
|---|----------------------|--|--|
| Vehicle Model* | Vehicle Year* | Tire Size* | Lift on Jeep* |
| <input type="text" value="Select Vehicle"/> | <input type="text"/> | <input type="text" value="Select Size"/> | <input type="text" value="Select Lift"/> |

Jeep

- Capitalize on Jeep sponsorship of World Surf League Pro Am by reaching recall customers
- Participate in event and schedule dealer recall service appointment
- July 28th – August 7th



Salvaged Vehicles

- The following 1993 – 1998 Grand Cherokee's, (ZJ) and 2002 – 2007 Liberty's, (KJ) have been identified in U. S. salvage yards:
 - ~62,600 ZJ
 - ~28,500 KJ
- Developing a process to facilitate the permanent removal of identified vehicles from the recall population.
- Rollout July 2015.



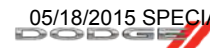
Auction Opportunity

- The following 1993 – 1998 Grand Cherokee's, (ZJ) and 2002 – 2007 Liberty's, (KJ) went through the two main auction activities of FCA US LLC between 8/1/2014 and 4/30/2015:
 - ~10,000 ZJ
 - ~18,500 KJ
- Developing a process to facilitate completion of open recalls or purchase and disposal of identified vehicles as appropriate.
- Rollout July 2015.



FIAT CHRYSLER AUTOMOBILES

Wrap Up & Next Steps



- FCA US LLC Internal Actions
 - Daily status update of completion rates
 - Bi-weekly review of completion rates with senior management

- Update with NHTSA in July on progress of existing and new initiatives
- Update with NHTSA in late August on progress of new initiatives
- Communicate to NHTSA finalized incentives programs



FIAT CHRYSLER AUTOMOBILES

Questions?

Backup

N45/N46 – Raw Data

CHRYSLER SAFETY IMPROVEMENT CAMPAIGN OUTREACH STATUS

Cumulative thru: 5/10/2015
Prior Report: 5/4/2015

| Scrap Stolen Exploited Unwilling to Participate | | | | | | | | | | | | | | | | | | | | | | |
|---|--------------------------|-----------------|--------------------------|-------------------|-------------------|---------------------------|------------------|------------|------------|-----------------------------|-------------------|----------------------|---------------------------|---------------|--------------------|------------------------|--------------------------|-----------|------------|-----------|-------------------|---------------------|
| Recall Campaign | YMM | # VINs Received | Contacts w/ Address Only | Contacts w/ Email | Contacts w/ Phone | Contacts w/ Email & Phone | # VINs Owner Unk | # VINs SSE | # VINs UTP | # Net VINs Avail for Repair | # Robo Calls Made | # Inbound Calls Made | # Predictive Dialer Calls | # Emails Sent | # Postcards Mailed | # Total Communications | # Communications per VIN | # Repairs | % Repaired | # Repairs | Chg from Prior Wk | % Chg from Prior Wk |
| N45 | 1993 Jeep Grand Cherokee | 135,768 | 60,887 | 12,759 | 42,451 | 19,671 | 942 | 3,683 | 269 | 130,874 | 102,103 | -- | 44,380 | 99,839 | 239,263 | 485,585 | 3.58 | 3,777 | 2.8% | 3,644 | 133 | 3.6% |
| N45 | 1994 Jeep Grand Cherokee | 148,202 | 62,052 | 14,548 | 48,228 | 23,374 | 937 | 3,977 | 266 | 143,022 | 116,773 | -- | 50,590 | 116,271 | 257,979 | 541,613 | 3.65 | 5,797 | 3.9% | 5,532 | 265 | 4.8% |
| N45 | 1995 Jeep Grand Cherokee | 183,847 | 72,948 | 18,052 | 62,138 | 30,709 | 1,036 | 4,577 | 296 | 177,938 | 150,291 | -- | 65,119 | 148,002 | 316,632 | 680,044 | 3.70 | 9,582 | 5.2% | 9,162 | 420 | 4.6% |
| N45 | 1996 Jeep Grand Cherokee | 198,446 | 75,454 | 19,429 | 68,530 | 35,033 | 1,089 | 4,357 | 311 | 192,689 | 166,748 | -- | 71,174 | 164,070 | 339,485 | 741,477 | 3.74 | 12,262 | 6.2% | 11,735 | 527 | 4.5% |
| N45 | 1997 Jeep Grand Cherokee | 192,895 | 71,343 | 19,156 | 67,243 | 35,153 | 991 | 4,176 | 290 | 187,438 | 163,547 | -- | 69,968 | 162,365 | 327,049 | 722,929 | 3.75 | 13,826 | 7.2% | 13,251 | 575 | 4.3% |
| N45 | 1998 Jeep Grand Cherokee | 192,493 | 68,713 | 18,826 | 68,858 | 36,096 | 859 | 3,841 | 306 | 187,487 | 166,754 | -- | 70,734 | 162,058 | 325,018 | 724,564 | 3.76 | 16,574 | 8.6% | 15,857 | 717 | 4.5% |
| Total | | 1,051,651 | 411,397 | 102,770 | 357,448 | 180,036 | 5,854 | 24,611 | 1,738 | 1,019,448 | 866,216 | -- | 371,965 | 852,605 | 1,805,426 | 3,896,212 | 3.70 | 61,818 | 5.9% | 59,181 | 2,637 | 4.5% |
| % VINs | | 100.0% | 39.1% | 9.8% | 34.0% | 17.1% | | | | | 161.2% | | 69.2% | 301.5% | 171.7% | | | | | | | |
| % Contacts | | | | | | | | | | | | | | | | | | | | | | |

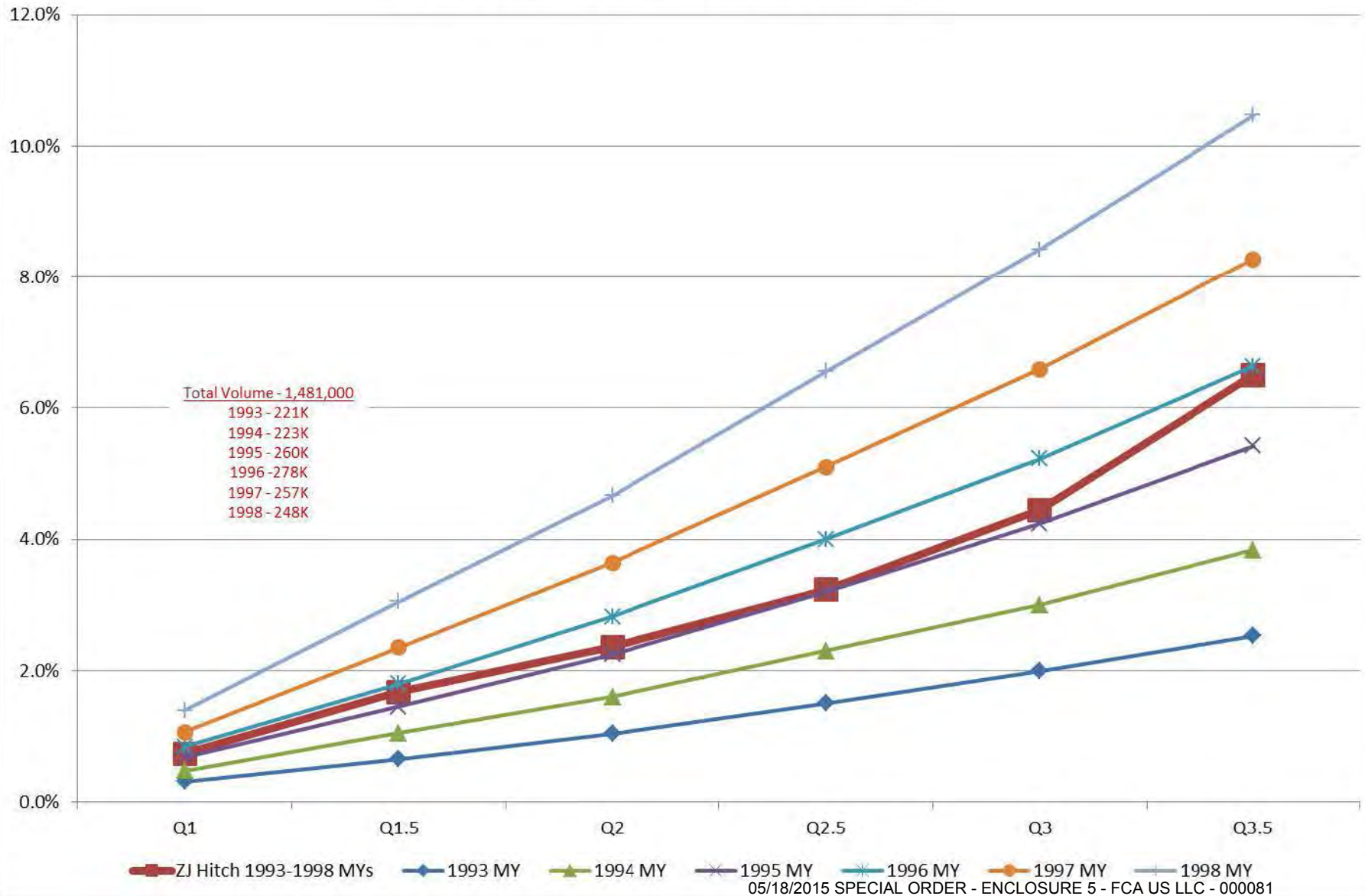
| Recall Campaign | YMM | # VINs Received | Contacts w/ Address Only | Contacts w/ Email | Contacts w/ Phone | Contacts w/ Email & Phone | # VINs Owner Unk | # VINs SSE | # VINs UTP | # Net VINs Avail for Repair | # Robo Calls Made | # Inbound Calls Made | # Predictive Dialer Calls | # Emails Sent | # Postcards Mailed | # Total Communications | # per VIN | # Repairs | % Repaired | # Repairs | Chg from Prior Wk | % Chg from Prior Wk |
|-----------------|-------------------|-----------------|--------------------------|-------------------|-------------------|---------------------------|------------------|------------|------------|-----------------------------|-------------------|----------------------|---------------------------|---------------|--------------------|------------------------|-----------|-----------|------------|-----------|-------------------|---------------------|
| N46 | 2002 Jeep Liberty | 163,225 | 49,763 | 12,666 | 66,354 | 34,442 | 1,101 | 2,699 | 182 | 159,243 | 144,238 | -- | 106,268 | 126,075 | 283,670 | 660,251 | 4.05 | 32,301 | 19.8% | 31,223 | 1,078 | 3.5% |
| N46 | 2003 Jeep Liberty | 141,453 | 40,951 | 10,834 | 58,693 | 30,975 | 700 | 2,058 | 162 | 138,533 | 125,872 | -- | 92,611 | 109,552 | 240,576 | 568,611 | 4.02 | 32,832 | 23.2% | 31,701 | 1,131 | 3.6% |
| N46 | 2004 Jeep Liberty | 138,459 | 37,358 | 10,364 | 58,150 | 32,587 | 657 | 1,777 | 134 | 135,891 | 124,127 | -- | 90,011 | 107,960 | 228,125 | 550,223 | 3.97 | 36,946 | 26.7% | 35,645 | 1,301 | 3.6% |
| N46 | 2005 Jeep Liberty | 137,569 | 34,596 | 9,957 | 58,988 | 34,028 | 620 | 1,630 | 160 | 135,159 | 125,283 | -- | 90,829 | 108,207 | 221,642 | 545,961 | 3.97 | 40,501 | 29.4% | 39,113 | 1,388 | 3.5% |
| N46 | 2006 Jeep Liberty | 116,800 | 28,738 | 8,652 | 49,416 | 29,994 | 457 | 811 | 108 | 115,424 | 104,323 | -- | 75,250 | 93,290 | 184,751 | 457,614 | 3.92 | 38,215 | 32.7% | 36,898 | 1,317 | 3.6% |
| N46 | 2007 Jeep Liberty | 70,015 | 16,103 | 4,993 | 29,620 | 19,299 | 227 | 397 | 88 | 69,303 | 61,726 | -- | 44,396 | 55,586 | 106,362 | 268,070 | 3.83 | 25,871 | 37.0% | 25,055 | 816 | 3.3% |
| Total | | 767,521 | 207,509 | 57,466 | 321,221 | 181,325 | 3,762 | 9,372 | 834 | 753,553 | 685,569 | -- | 499,365 | 600,670 | 1,265,126 | 3,050,730 | 3.97 | 206,666 | 26.9% | 199,635 | 7,031 | 3.5% |
| % VINs | | 73.0% | 27.0% | 7.5% | 41.9% | 23.6% | | | | | 136.4% | | 99.4% | 251.5% | 164.8% | | | | | | | |
| % Contacts | | | | | | | | | | | | | | | | | | | | | | |

| | | Data Prep & Analysis | | | | | Total VINs Not Available for Repair | | | | | Outreach Activity | | | | | | Total Repairs | | Change from Prior Week | | |
|-----------------|-----|-----------------------|--------------------------|-------------------|-------------------|---------------------------|-------------------------------------|------------|------------|-----------------------------|-------------------|----------------------|---------------------------|---------------|--------------------|----------------|------------------|---------------|------------|------------------------|-------------------|---------------------|
| Recall Campaign | YMM | # Total VINs Received | Contacts w/ Address Only | Contacts w/ Email | Contacts w/ Phone | Contacts w/ Email & Phone | # VINs Owner Unk | # VINs SSE | # VINs UTP | # Net VINs Avail for Repair | # Robo Calls Made | # Inbound Calls Made | # Predictive Dialer Calls | # Emails Sent | # Postcards Mailed | # Total Commun | # Commun per VIN | Repairs | % Repaired | Repairs | Chg from Prior Wk | % Chg from Prior Wk |
| N45 / N46 | | 1,819,172 | 618,906 | 160,236 | 678,669 | 361,361 | 9,616 | 33,983 | 2,572 | 1,773,001 | 1,551,785 | 51,956 | 871,330 | 1,453,275 | 3,070,552 | 6,998,898 | 3.85 | 268,484 | 14.8% | 258,816 | 9,668 | 3.7% |
| % VINs | | 100.0% | 34.0% | 8.8% | 37.3% | 19.9% | | | | | | | | | | | | | | | | |
| % Contacts | | | | | | | | | | | 149.2% | | 83.8% | 278.6% | 168.8% | | | | | | | |

| Customer Dialogues: | | N45 | N46 | Totals | Prior Week | Change | % Change |
|--|--|--------|--------|---------|------------|--------|----------|
| Total Customer Phone Conversations | | 42,017 | 61,392 | 103,409 | 95,597 | 7,812 | 8.2% |
| Customers Who Own Vehicle but haven't had the Repair Completed | | 28,649 | 52,584 | 81,233 | 77,089 | 4,144 | 5.4% |
| Warm Transfers to Dealerships | | 12,041 | 23,333 | 35,374 | 33,858 | 1,516 | 4.5% |
| % Warm Transfers to Not Repaired and Still Own Vehicle | | 42% | 44% | 44% | 43.9% | 36.6% | -7.3% |

| Legend: | |
|------------------------|---|
| MVO | Multiple Vehicle Owner |
| SSE | Scrapped, Stolen or Exported |
| UTP | Unwilling To Participate |
| NVAFR | Net Vehicles Available For Repair |
| Owner Unk | Owner is Unknown |
| Robo Calls | A broadcast message made to phone number dialed |
| Predictive Dialer Call | Technology calling a phone number and attempting to predict whether a live person or a voice mail answers |

Recall Completion Rate by Model Year (Jeep Grand Cherokee Hitch Campaign)



Reporting As Of:

5/28/2015

| N45 | | | |
|--------------------------------------|-----------|----------|---------|
| US Total | Counts | % | As of |
| Total Population | 1,493,177 | | |
| Active Vehicle Count | 746,558 | | |
| Total Customer Mailings | 1,305,307 | Complete | 9/27/14 |
| Total Recall Claims Processed | 99,976 | 13.4% | 5/27/15 |
| Inspect and Installed | 58,177 | 58.2% | |
| Inspection Performed Only | 39,647 | 39.7% | |
| Level 5 Corrosion / Collision Damage | 2,152 | 2.2% | |
| Total Part Availability | 197,499 | 26.5% | 5/27/15 |
| Total Number of Pieces Shipped | 89,717 | 45.4% | |
| Stock on hand at PDC | 93,960 | 47.6% | |
| Stock on hand in Dealerships | 31,278 | 15.8% | |
| MRA | 8 | 0.0% | |
| CAC Contacts | 24,532 | 1.9% | 5/26/15 |
| Outreach Attempts | 4,581,948 | 351.0% | 5/25/15 |
| Customer Dialogs | 43,177 | 3.3% | 5/25/15 |
| STAR Contacts | 299 | | 5/27/15 |

Safety Recall/CSN Follow Up

| | K16 | % | % Complete | K13 | % | % Complete | K17 | % | % Complete | K03 | % | % Complete |
|-------------------------------|---------|-----|------------|---------|-----|------------|---------|-----|------------|-------|-----|------------|
| Recall Vehicle Population | 279,084 | | | 287,685 | | | 225,127 | | | 4,219 | | |
| Total "open" VINs with Recall | 139,542 | 50% | | 155,350 | 54% | | 60,784 | 27% | | 2,700 | 64% | |
| Phone #'s Received | 76,474 | 55% | | 102,969 | 66% | | 43,244 | 71% | | 1,479 | 55% | |
| Valid Phone #'s | 59,300 | 42% | | 93,400 | 60% | | 39,804 | 65% | | 1,377 | 51% | |
| | | | | | | | | | | | | |
| Customers Contacted | 14,489 | 24% | 36% | 32,588 | 35% | 27% | 16,261 | 41% | 28% | 553 | 40% | 22% |
| Customers Left Message | 18,591 | 31% | 21% | 1,558 | 2% | 18% | 1,460 | 4% | 15% | 21 | 2% | 10% |
| Customers Not Contacted | 26,220 | 44% | 18% | 59,254 | 63% | 19% | 22,083 | 55% | 25% | 803 | 58% | 19% |
| | | | | | | | | | | | | |
| Transferred to dealer | 418 | 3% | 55% | 822 | 3% | 40% | 97 | 1% | 62% | 4 | 1% | 100% |
| Currently working with dealer | 501 | 3% | 44% | 709 | 2% | 35% | 322 | 2% | 34% | 4 | 1% | 33% |
| In progress | 1,519 | 10% | 40% | 2,186 | 7% | 31% | 22 | 0% | 45% | 0 | 0% | 0% |
| Made appointment for customer | 772 | 5% | 35% | 260 | 1% | 32% | 180 | 1% | 28% | 6 | 1% | 33% |
| Provided Dealer Phone # | 11,279 | 78% | 34% | 28,611 | 88% | 26% | 15640 | 96% | 27% | 539 | 97% | 21% |

Outbound Recall Programs

| Recall | Description | Recall Launch Date | Outbound Launch Date | % Complete @ Outbound | Current % Complete | % Increase |
|---------|-------------------------------------|--------------------|----------------------|-----------------------|--------------------|------------|
| K16 | 07' & 08' Sebring & Avenger Shifter | 8/30/2010 | 5/1/2011 | 50% | 65% | 15% |
| K13 | 07' to 10' Wrangler Inner Fender | 12/3/2010 | 5/17/2011 | 46% | 67% | 21% |
| K17 | 10' Ram Actuator | 9/17/2010 | 7/14/2011 | 73% | 84% | 11% |
| K03 | 05' to 07' Dakota Module | 12/24/2010 | 7/14/2011 | 36% | 49% | 13% |
| Average | | | | | | 15% |

Web Self Service 1.0

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January 12, 2003

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Web Self Service 1.0

1. Document History

1.1 Document Location

The source of the document will be found in [Document Path]

1.2 Revision History

| Revision Number | Revision Date | Summary of Changes | Changes marked? (Y/N) |
|-----------------|---------------|--------------------|-----------------------|
| | | | |
| | | | |
| | | | |

1.3 Distribution

This document has been distributed to:

| Name | E-mail Address | Role |
|------|----------------|------|
| | | |
| | | |
| | | |

2. Initiate Project

2.1 Project Charter

The Project Charter describes the initiative, its purpose and business value contribution. It also identifies high level requirements, and project schedule. The purpose of this document is to provide a brief summary, from the sponsor's perspective, of what is expected of the project and of the context within which the project should be delivered.

2.1.1 Preface

Web Self Service Release 1.0 will provide Internet customers with the ability to enter their VIN into a web application that will display vehicle specific information on recalls. In addition, the Contact Us Routing page will be modified to accommodate the new Web self-service functionality.

2.1.2 Business need and environment

Presently, when a customer is seeking recall information regarding his vehicle, he has to call the Recall Call Center or DaimlerChrysler Customer Assistance Center and ask for this information. The problem with this include having to call during business hours, and then wait in a call queue for several minutes before connecting with an agent. The Web Self-Service Release 1.0 project seeks to remedy this situation by putting such information on the Internet where a customer can access it at his convenience.

The call volume regarding recall information handled by Convergys was 250,000 recall phone calls and letters 25,000 in 2002. \$3.8 million was paid to the vendor (Convergys) during the year 2002 to handle the recall calls. In addition, DCCAC handled close to 20,000 recall-related contacts.

By employing Web Self-Service Release 1.0 we anticipate a significant 20-25% reduction both in call volume and dollar amount per year. Estimate \$1M per year savings.

Future plans include adding owner and vehicle Information.

2.1.3 Project objectives

Our goal is to provide relevant VIN-related data to a customer. We must be able to provide recall information to a customer on a 24-hour basis.

2.1.4 Project Constraints

1. How do we authenticate/identify the customer?

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2. Is there a negative consequence to providing easy access to VIN-specific Recall information? Are there any legal or security-issues involved? Are there any government regulations/requirements for or against providing such information? What about owner privacy questions?
3. Request is to have 24/7 access. Need to determine maintenance windows and redundancy.

2.1.5 Solution Background

We could pull recall information from two potential sources, WebCAW(Corporate Call Center Application) or TechConnect/DealerConnect(Business to Dealer Application).

After the customer enters his VIN, and the web-page validates it, it would be passed off to one of these sources. The source would, in turn, pull the data and pass it back to the web-page where it would be displayed for the customer. If the customer was concerned about an incomplete recall, he'd click on that link. A new window would open up displaying the specific recall information contained in the PDF file.

2.1.6 Project Stakeholders

| Name | Organization | Job Title | Responsibility and authority |
|---------------------|----------------------------------|---|-------------------------------|
| Moore, William | Hamlin Road Customer Call Center | Director, Global Customer Relations | Sponsor for WCCS |
| Edghill, Pete | Hamlin Road Customer Call Center | Sr. Manager, National Customer Relations | Sponsor for WCCS |
| Stephenson, Timothy | Hamlin Road Customer Call Center | Technology Manager, National Customer Relations | Stakeholder for WCCS |
| Ramming, A. J. | Services | Senior Manager | Business owner of TechConnect |

Infrastructure and Application Support

| Name | Organization | Job Title | Responsibility and authority |
|------------------|--------------|----------------------------|---|
| Gillie, Michael | ITM | Manager of Service Systems | Ensure stakeholder and ITM deliverables |
| Lin, Louis | ITM | Project Manager | Project Manager |
| McAllister, John | ITM | Process Advisor | Process Advisor |
| TBD | TBD | Legal Advisor | Legal Advisor |
| Rauhut, Mark | WPO | Project Liaison | Project Liaison |

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2.1.7 Assumptions

1. We are limiting vehicle information to only Recall information for Web Self -Service Release 1.0.
2. All the PDF files relating to recalls will be accessible to the customer.
3. Once a customer enters the last 8 of his VIN, all the relevant mainframe data for Recalls for that VIN will be displayed despite the time of day or night the customer is requesting data.
4. The web pages will be clear, easy to get to, and easy to understand from the customer's point of view.
5. This process will cross Business to Customer, Business to Dealer, and Business to Business boundaries.
6. Browser compatibility would be as specified in DaimlerChrysler B2C standards.
7. Web Self-Service Release 1.0 will leverage components developed for CAW (Customer Agent Workbench), DealerConnect, or TechAuthority.
8. Web Self-Service Release 1.0 will be available on the Internet.
9. Web Self-Service Release 1.0 will be deployed to the US Chrysler, Jeep and Dodge web sites.
10. Web Project Office will be responsible for migrating Web Self-Service Release 1.0 into the B2C production environment within a timeframe consistent with the project's schedule.
11. The Legal Department will be responsible for identifying sensitive data that should or should not be displayed to customer.
12. We anticipate that personal customer data will not be displayed.
13. Web Self-Service Release 1.0 will be delivered in the context of the Contact Us Routing web page.
14. Web Self-Service Release 1.0 will be defined and time-bound in accordance with the objective to complete within six months of project start date. The project start date is when the project is fully staffed.

2.1.8 References

For architecture standards, refer to the "B2C Site Standards" document.

2.2 Project Plan

Each project has a Project Plan. It defines the planned start and finish dates for, and the dependencies between, all the work units for which an organizational unit is responsible. WPO uses this plan to monitor and track the project status and gather statistics for reporting and project metrics.

| ID | Task Name | Start Date | End Date | Duration | 2003 | | | | | | | | |
|----|----------------------------------|------------|----------|----------|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| | | | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep |
| 1 | Gather initial requirements | 1/2/03 | 1/30/03 | 28d | DaimlerChrysler Confidential | | | | | | | | |
| 2 | Complete WPO documentation | 1/2/03 | 2/21/03 | 17d | Web Self Service 1.0 | | | | | | | | |
| 3 | Application macro design | 2/10/03 | 4/11/03 | 45d | | | | | | | | | |
| 4 | Application micro design | 4/11/03 | 4/25/03 | 11d | | | | | | | | | |
| 5 | Test Suite Design | 2/10/03 | 4/25/03 | 55d | | | | | | | | | |
| 6 | Initial Documentation | 2/10/03 | 4/25/03 | 55d | | | | | | | | | |
| 7 | Write Application | 4/25/03 | 5/16/03 | 16d | | | | | | | | | |
| 8 | Test Application | 5/16/03 | 7/21/03 | 47d | | | | | | | | | |
| 9 | Pilot Application | 7/21/03 | 7/28/03 | 6d | | | | | | | | | |
| 10 | Move application to production | 7/28/03 | 7/28/03 | 1d | | | | | | | | | |
| 11 | Complete final documentation | 6/24/03 | 7/14/03 | 15d | | | | | | | | | |
| 12 | Gather requirements for Phase 2. | 7/15/03 | 7/15/03 | 1d | | | | | | | | | |

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| Phase | Requirements/ | Dependencies | Start Date | End Date |
|-----------------------|---|---|--------------|--------------|
| Initiate Project | Gather Initial Requirements, Complete initial WPO paperwork. | | Jan 02, 2003 | Feb 10, 2003 |
| Macro Design | Design overall application process flow. Describe overall tasks to be done to accomplish the goal(s) of the application. | Acceptance of gathered requirements. | Feb 10, 2003 | Apr 11, 2003 |
| Micro Design | Describe individual software objects needed to accomplish the tasks. | Acceptance of Macro Design | Apr 11, 2003 | Apr 25, 2003 |
| Test Suite Design | Design a series of tests to insure the quality and stability of the application. | Acceptance of Micro Design | Feb 10, 2003 | Apr 25, 2003 |
| Initial Documentation | We will write initial user documentation. | Documentation is based on the accepted requirements and designs. | Feb 10, 2003 | Apr 25, 2003 |
| Write Application | Write the various jsp's and other programs. | Acceptance of various designs. | Jun 28, 2003 | Jul 14, 2003 |
| Test Application | We perform the testing in several phases. We test the various parts of the app to insure they work as designed. We perform system integration tests to insure that the application, as a whole, works as designed. We perform stress testing to insure that the application properly handles large amounts of requests. We perform a user acceptance test to insure that those requesting the application are satisfied with its performance. | The test of the application depends on the completion of both the test documentation and the application. We also require a Unix test environment to work in. | Jul 14, 2003 | Jul 21, 2003 |
| Pilot Application | We will move the application to production and monitor it for a couple of weeks to insure | To pilot the application, it needs to pass the testing | Jul 21, 2003 | Jul 28, 2003 |

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| | | | | |
|---------------------------------|--|---|--------------|--------------|
| | that everything works as expected. | phase. | | |
| Move to Production | We release the application to the public to use. | If all the problems encountered in pilot are resolved, then the application can be moved to production. | Jul 28, 2003 | |
| Final Documentation | Describes purpose of application, how it is designed and used, as well as what to do when problems occur. | | Jul 28, 2003 | Aug 15, 2003 |
| Gather Requirements for Phase 2 | After we determine how well it works, we gather information regarding any improvements for the current application as well as any requirements for phase 2 of the application. | | Jul 28, 2003 | Aug 15, 2003 |
| | | | | |

2.3 Milestone Schedule**Milestone Event**

Initiate Project Initial Requirements and Scope
 Solution Outline Determine Risks, Build Small Prototypes
 Macro Design Determine overall design strategy
 Micro Design Determine Individual Parts Design
 Build Create Application
 Deploy Move Application to Production

Anticipated Completion Date

Feb 10 2003
 Mar 21 2003
 Apr 11 2003
 Apr 25 2003
 Jun 28 2003
 Jul 28 2003

2.4 Communications Plan

The Communications Plan ensures project success by regulating the generation of timely and adequate information and directing its flow to where it is needed and utilized. This plan defines the regular meetings and reporting, and the other communications activities that take place during the project. Its purpose is to help ensure that all the project stakeholders and team members receive all the information they need in a timely manner.

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2.4.1 Plan Overview

Refer to Checkpoints for each phase in the Statement of Work.

2.4.2 Detailed Description

1. Weekly meeting with Tim Stephenson.
2. Monthly status meeting with Bill Moore, Pete Edghill, Dave Poxon and Mike Gillie.

2.4.3 Plan Information

Refer to Checkpoints for each phase in the Statement of Work.

2.4.4 Status and Forecast Information

Refer to Checkpoints for each phase in the Statement of Work.

2.4.5 Technical Documentation

Would be provided on LAN

2.4.6 Project Events

| | |
|---------------------------------|--|
| Meeting Title | |
| Meeting Objectives | |
| Meeting Location | |
| Meeting Frequency | |
| Chairperson | |
| Minutes Taken By | |
| Regular Attendees | |
| Agenda Items | |
| Minutes distribution list | |
| How minutes will be distributed | |

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3. Outline Solution

3.1 Functional Requirements

Use Cases describe the functional requirements of the application under development. The Use Case model uses graphical symbols and text to specify how users in specific roles will use the system. The textual descriptions describing the use cases are from a user's point of view; they do not describe how the system works internally or its internal structure or mechanisms.

Repeat the following section for each Use Case required to define the application's functional requirements.

3.1.1 Use Case Display Dodge Web Self Service Page

| USE CASE NAME | |
|---|--|
| Use Case # | 1 |
| Business Event | Consumer wishes to view recall information regarding his vehicle. |
| Actor(s) | Consumer, Dodge Brand website |
| Use Case Overview | Consumer selects the Web Self-Service control from the owner's toolbox on the brand site home page. The browser displays the Web Self-Service page in a separate browser window. |
| Precondition 1 | |
| Termination Outcomes | Condition Affecting Termination Outcomes |
| 1. Web Self-Service page displays correctly | |
| 2. Web Self-Service page does not display at all | Error - Origin to be investigated |
| 3. Web Self-Service page does not display correctly | Error - Origin to be investigated |
| Description of Termination outcome #1 | The Web Self-Service page displays correctly per the User Interface Prototype |
| Description of Termination outcome #2 | The Web Self-Service page does not display at all. Page not found error. |
| Description of Termination Outcome #3 | The Web Self-Service page displays but is not accurate according to the prototype. |
| Use Case Associations | |
| Business Rules | |
| Inputs Summary | No input besides the selection of the Web Self-Service link in the owners toolbox section of the Dodge brand site. |
| Output Summary | No output besides the static Dodge Web Self-Service page. |
| Use Case Notes | |

Web Self Service 1.0**3.1.2 Use Case Display Chrysler Vehicle Recall Page**

| | |
|---|--|
| USE CASE NAME | |
| <i>Use Case #</i> | 2 |
| <i>Business Event</i> | Consumer wishes to view recall information regarding his vehicle. |
| <i>Actor(s)</i> | Consumer, Dodge Brand website |
| <i>Use Case Overview</i> | Consumer enters his full 17 character or last 8 of his VIN into the text box and clicks on the 'Get Recall Information' button. The application will display the recall information for that VIN along with the VIN information in that window. |
| <i>Precondition 1</i> | |
| <i>Termination Outcomes</i> | <i>Condition Affecting Termination Outcomes</i> |
| 1. The recall information displays correctly | |
| 2. The browser displays no recall information, it shows only the vehicle information. | Not an error - The VIN has any recall information. |
| 3. The browser opens a warning box stating that the VIN entered is invalid. | Error - The VIN number that the consumer entered was not formatted correctly. |
| 4. The browser displays a warning box stating that the application cannot find the VIN. | Error - Either some application or server in the backend is down, such as the database, or the VIN wasn't in the database. |
| 5. The browser displays "Page not found" | Error - The webserver or application server is down or there is a jsp error. |
| 6. The recall information does not display correctly | Error - Origin to be investigated |
| <i>Description of Termination outcome #1</i> | The Web Self-Service page displays correctly per the User Interface Prototype |
| <i>Description of Termination outcome #2</i> | The browser displays the Web Self-Service page correctly but it shows no recall information for that VIN. |
| <i>Description of Termination Outcome #3</i> | The consumer entered a VIN that was not 8 or 17 characters long or was not a combination of alphanumeric characters. |
| <i>Description of Termination Outcome #4</i> | The VIN does not exist in the recall database or either the database or the database connection is down. |
| <i>Description of Termination Outcome #5</i> | The Web Self-Service page does not display at all. Page not found error. |
| <i>Description of Termination Outcome #6</i> | The Web Self-Service page displays but is not accurate according to the prototype. |
| <i>Use Case Associations</i> | |
| <i>Business Rules</i> | |
| <i>Inputs Summary</i> | No input besides the VIN text box and the 'Get Recall Information' button in the Web Self-Service page. |
| <i>Output Summary</i> | Vin and recall information (if any) is displayed on the Web Self-Service page. |
| <i>Use Case Notes</i> | |

Web Self Service 1.0**3.1.3 Use Case Display Chrysler Vehicle Recall PDF Page**

| | |
|---|---|
| USE CASE NAME | |
| <i>Use Case #</i> | 3 |
| <i>Business Event</i> | Consumer wishes to view selected recall documents. |
| <i>Actor(s)</i> | Consumer, Dodge Brand website |
| <i>Use Case Overview</i> | Consumer clicks a link to the recall document. Browser will open another window to display the recall document in PDF format. |
| <i>Precondition 1</i> | |
| <i>Termination Outcomes</i> | |
| 1. The recall document displays correctly | |
| 2. The recall document does not display correctly | Error – Origin to be investigate |
| 3. The recall document does not display at all | Error - Origin to be investigate |
| <i>Description of Termination outcome #1</i> | The recall document displays correctly per the User Interface Prototype |
| <i>Description of Termination outcome #2</i> | The recall document does not display correctly --- make sure the Acrobat Reader is installed on the consumer's desktop. |
| <i>Description of Termination Outcome #3</i> | The recall document does not display at all --- Page not found |
| <i>Use Case Associations</i> | |
| <i>Business Rules</i> | |
| <i>Inputs Summary</i> | No input besides selection of recall document link in Web Self-Service page. |
| <i>Output Summary</i> | Recall document (if any) is displayed in a separate window. |
| <i>Use Case Notes</i> | |

3.2 Non-Functional Requirements

Non-Functional Requirements specify the qualitative requirements that the application must satisfy.

3.2.1 Domain Name Requirements

None.

3.2.2 Capacity Requirements

None.

Web Self Service 1.0

3.2.3 Performance Requirements

This application needs to support a modem dialup speed of 28.8 kbs per the B2C site standards. In addition, the recall data returned should be displayed within 5 seconds. The pdf file should be displayed within 10 seconds at this speed

3.2.4 Availability Requirements

This application should be available whenever the brand sites are up and running. This is on a 24/7 basis.

3.2.5 Systems Management Requirements

No special Systems Management requirements are needed.

3.2.6 Security Requirements

What are the anticipated threats or potential hazards to the security or integrity of data records in this project?

None.

What risks are associated with unauthorized access to, or use of data records or information in this project that would result in substantial harm or inconvenience to any consumer?

Because there is little or no user authentication, anyone with any VIN can request the recall data for that vehicle.

What tracking of unique individuals or actions/events are required in this project's solution?

None.

What controls will be required to validate that the application is working as designed, working efficiently, and working effectively to ensure the security and confidentiality of consumer records and information?

None.

3.2.7 Privacy Requirements

Privacy Requirements must document all concerns related to consumer privacy that must be addressed in by the application. DaimlerChrysler B2C Privacy Requirements are defined in the [B2C Site Standards for Web Site Development](#).

Web Self Service 1.0

3.2.7.1 Consumer Privacy

What personally identifiable information consumer information is being captured by this project's solution?

The website does not capture or display any owner information.

How will DaimlerChrysler use this information?

Not at all.

Will this information be distributed to a third party? What third party?

No.

How will the third party use this information?

What choices will be made available to the consumer regarding the collection of this data (e.g. opt out, expiration period, no further contact beyond this transaction, etc.)?

Since the consumer is voluntarily entering his VIN for the expressed purpose of gathering data related to his vehicle, there is no reason to give him an opt out choice. The information displayed is not used beyond this transaction.

3.2.7.2 Child Privacy (COPPA)

What aspects of this project's solution could potentially be enticing to children?

None.

What actions need to be taken to mitigate this risk?

None.

What personally identifiable information of a child could potentially be captured by this project's solution?

None.

What actions need to be taken to mitigate this risk?

None.

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3.2.7.3 Privacy Policy Coverage

What Privacy Policy covers the activities being performed by this solution? (Check one with an "X")

- ☒ DaimlerChrysler
<http://www.daimlerchrysler.com/disclaimer/index.html>
- ☐ DaimlerChrysler Services North America LLC / Chrysler Financial / DCFS Trust
<http://www.chryslerfinancial.com/privacy.jsp>
- ☐ Externally Hosted By:
Privacy policy URL:
- ☐ Other (Please explain):

What additional privacy requirements may need to be covered in a unique Privacy Policy?

None.

3.2.8 Reporting Requirements

Describe any application reports the application must produce or site traffic measurement requirements you expect to get from the DigiMine reporting tool.

We need to record various traffic information such as the vin number, recall number(s), was the recall complete or incomplete, and the date and time when the customer used the site.

3.2.9 Language/Locale Requirements

Describe any requirements that pertain to language or internationalization?

The information is currently available only in English.

3.2.10 Other Requirements

Describe any other required (non run-time) properties of the application that do not fall into any of the sections above.

None.

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3.2.11 Business Constraints

Describe any Business Constraints that the application must satisfy.

We are limiting the data to only vehicle and recall-related information.

3.2.12 Technical Constraints

What technical 'givens' exist that constrain the application's solution?

The consumer must have the Adobe Acrobat Reader on his system in order to read the pdf file. Browser compatibility would be as specified in DaimlerChrysler B2C standards.

3.2.13 Technical Standards

What additional standards not defined by the B2C Standards for Web Site Development must the application conform to?

None.

3.3 Test Strategy

Test Strategy is a high-level description of major system-wide activities that collectively achieve the overall testing objectives. It outlines the approach to be used to ensure that the critical attributes of the system are tested adequately.

3.3.1 Testing objectives

Document the objectives to be achieved by testing.

3.3.2 Test Focus Areas

What critical attributes of the system are to be tested?

1. Does it validate the VIN?
2. Can it pull up vehicle and recall data for that VIN and display it properly?
3. Can it retrieve a recall pdf file?

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3.3.3 Types Of Test

Document the testing levels (System Test, Regression Test, etc.) to be executed based upon the testing standards.

A systems test is needed to insure the application works with the existing brand sites.

3.3.4 Organizational Responsibility

Document whom has the organizational responsibility to perform each of the tests identified.

ITM will be responsible for the system testing.

3.3.5 Tools

Document any technology or tools that will be used in the performance of testing.

None.

3.3.6 Metrics

Document any organization, business unit, or measurement strategy relevant to project quality criteria.

ITM and WPO are both needed to assure project quality.

4. Macro Design

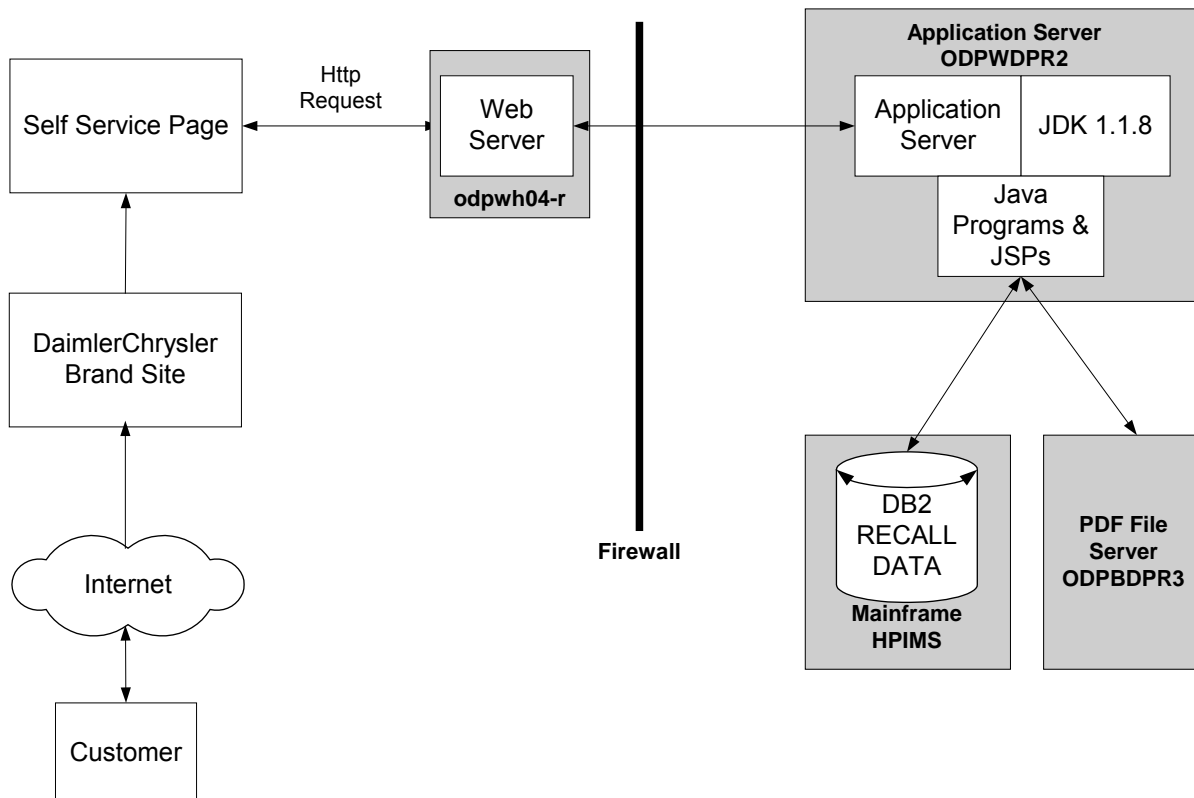
4.1 Architectural Overview

The Architectural Overview is a schematic diagram that represents the governing ideas and candidate building blocks of the application. This diagram is used to communicate architecture-related concepts and requirements to the appropriate parties.

4.1.1 Architectural Overview Diagram

Draw an architecture overview diagram at the IT system level and describe briefly each component in the architecture.

Self Service Application Architecture



4.1.2 Key Architecture Concepts

Specify in free format text the key IT system level architectural concepts of the solution as illustrated in the diagram, such as:

- *The range of different delivery mechanisms the architecture supports*
- *The separation of functions*
- *The architecture model, e.g., three-tier or four-tier model*
- *The use of hardware, e.g., distributed servers, workstations, etc.*
- *The separation of Data tier, Business logic tier and Presentation tier.*
- *The access to legacy systems*

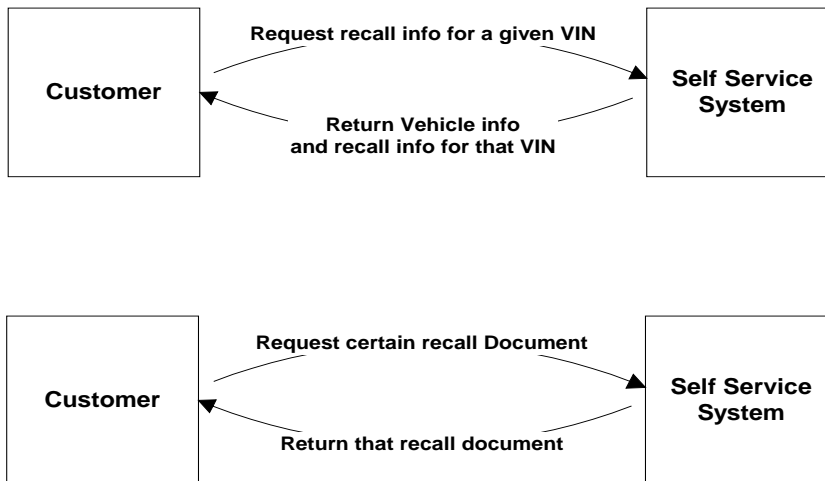
4.1.3 System Context Diagrams

The System Context Diagrams represent the interfaces between the system and external entities. These diagrams provide the details at an adequate level to allow verification that the information flows between the new application and external entities are in agreement with the business processes.

In drawing the context diagram of a system, one looks at the system from the outside. Attention is drawn to what are external entities and what are inputs/outputs. The following context diagram represents a student class registration system.

The context diagram illustrates the student as its external entity, a registration form as its input, and confirmation-letter as its output.

Provide one or more System Context Diagrams with descriptive text that describe the application.



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4.2 Asset Reuse Candidates

Denote with an "X" the existing DaimlerChrysler code assets will be used in this project's solution. Specify the version number of the component that this solution is being developed to.

| Component Name | Version Number being developed to: |
|---|---|
| <input type="checkbox"/> TOPS API | |
| <input type="checkbox"/> Incentives API | |
| <input type="checkbox"/> Vehicle Comps | |
| <input type="checkbox"/> Towing Database | |
| <input type="checkbox"/> LOG4J Logging | |
| <input type="checkbox"/> JUNA Logging | |
| <input type="checkbox"/> JUNA JAM Framework | |
| <input type="checkbox"/> Other (please list): | |

What code assets will be developed as part of this project that could potentially be used by future projects?

| Asset Name | Description |
|-------------------|--------------------|
|-------------------|--------------------|

4.3 User Interface Specifications

The User Interface Specifications are the blueprints for the user interface of an application. They illustrate the overall approach to a user's experience with the application as it relates to navigation, content categories, grouping of functional elements, the logic of information layout, and high-level conceptual models of the application.

4.3.1 Flow Charts

Provide flow charts that show the relationship between functions of the application.

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4.3.2 Screen Mockups

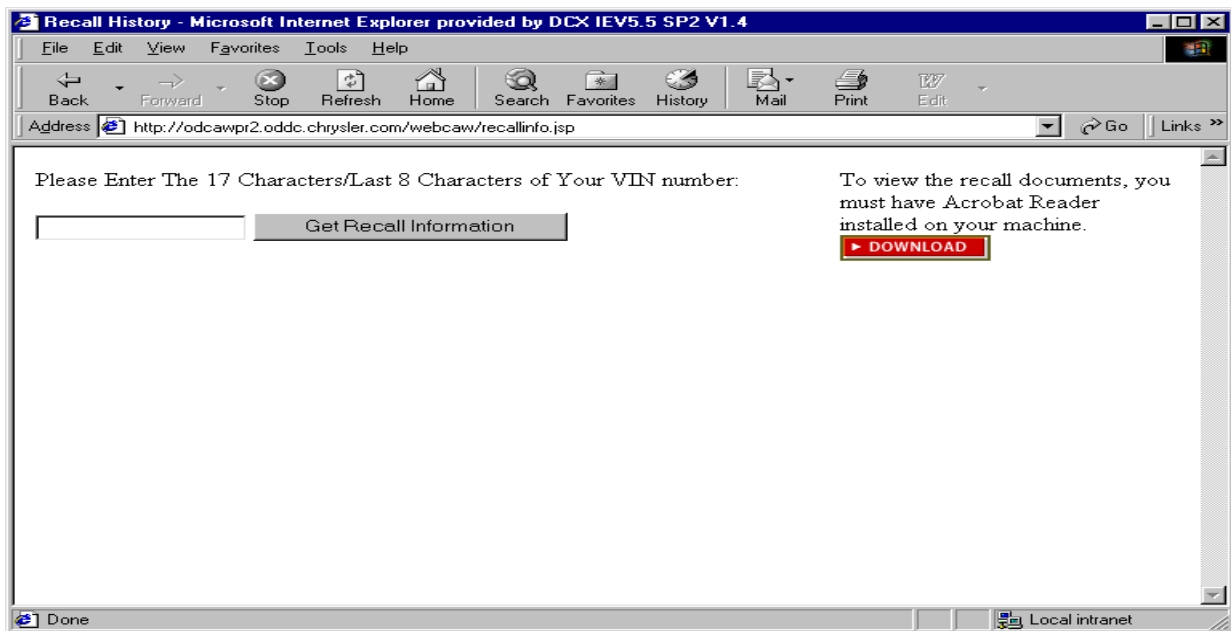
Screen mockups are expressed as diagrams that map to the Use Cases defined in the Functional Requirements. Individual functions or views of an application can be represented by wire-frame designs that illustrate the types of interaction possible: buttons, drop down boxes, radio buttons, content areas, etc. These diagrams should also be accompanied by text descriptions of the functionality they represent.

The following screen shot shows the Self Service link on brand site:

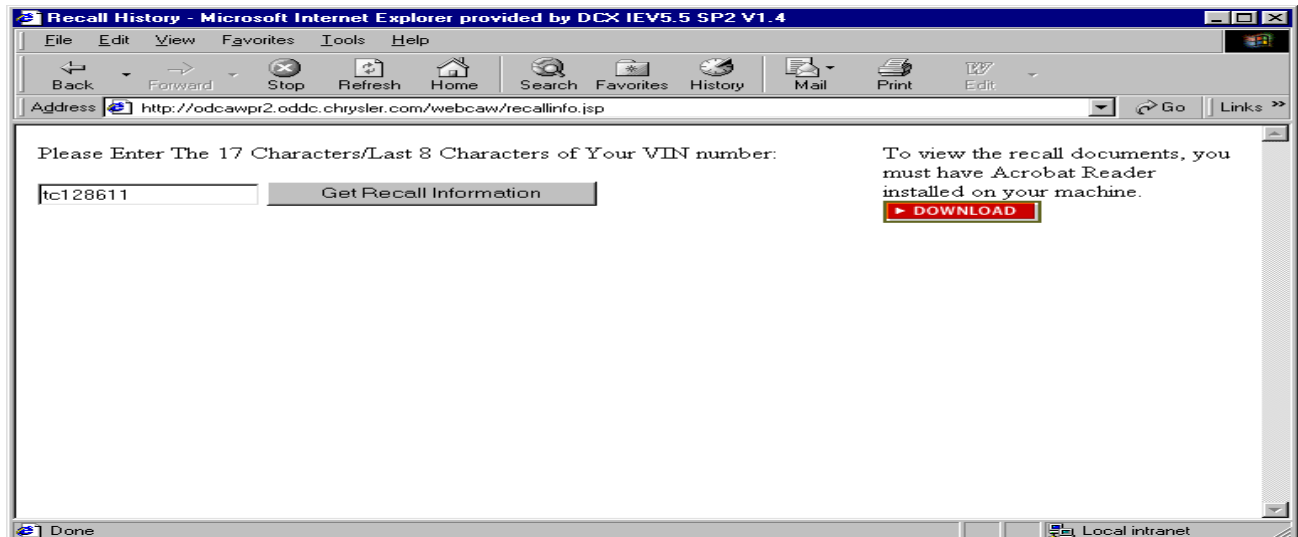


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Self Service Page:



Consumer enters a valid VIN



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Consumer clicks 'Get Recall Information' button or hits the enter key:

Recall History - Microsoft Internet Explorer provided by DCX IEV5.5 SP2 V1.4

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address <http://odcawpr2.oddc.chrysler.com/webcaw/recallinfo.jsp> Go Links

Please Enter The 17 Characters/Last 8 Characters of Your VIN number:

TC128611

To view the recall documents, you must have Acrobat Reader installed on your machine.

[DOWNLOAD](#)

| VIN Number | Vehicle Type | Model Year |
|--------------------|--|------------|
| 1J4EZ58Y9 TC128611 | JEEP GRAND CHEROKEE SPORT UTILITY 4-DR | 1996 |

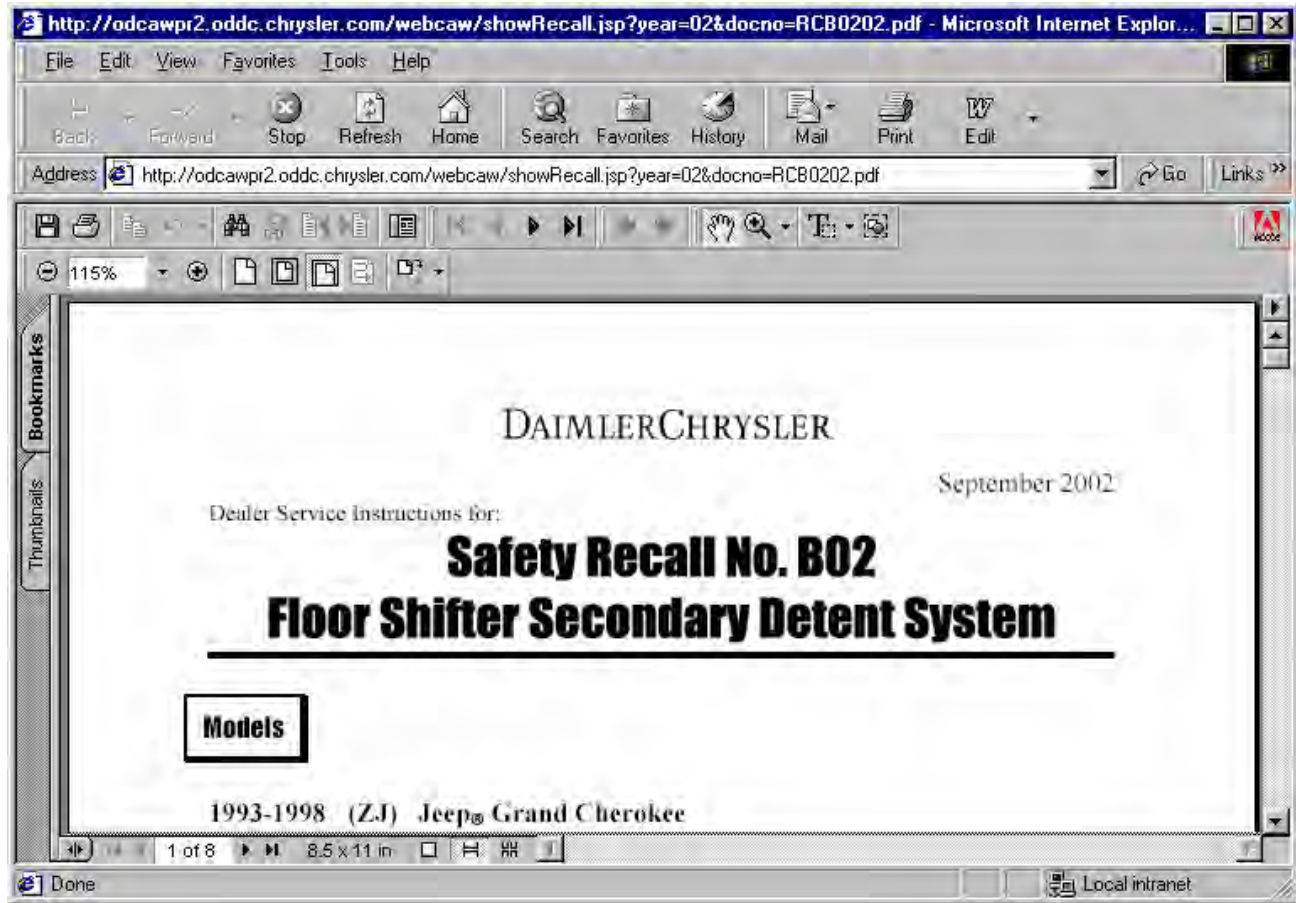
Recall History

| Recall ID | Recall Description | Type | Issue Date | Completed Date | Status |
|---------------------|---------------------------------------|----------|------------|----------------|------------|
| B02 | FLOOR SHIFTER SECONDARY DETENT SYSTEM | SAFETY | 09/19/2002 | | INCOMPLETE |
| 659 | ADD PDC FUSE LINK | WARRANTY | 02/13/1996 | 06/03/1996 | COMPLETED |
| 757 | SPARE TIRE | SAFETY | 01/30/1998 | 04/23/1998 | COMPLETED |
| 879 | FRONT BRAKE ROTORS | SAFETY | 06/01/2000 | 08/04/2000 | COMPLETED |

Done Local intranet

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Click one link to view the recall document.

**4.3.3 Query String Name/Value Pair Variables**

Complete the following table to record how name/value pairs will be represented in the URL for measurement purposes. Add additional row sets as necessary.

| URL: | Query String | For Measurement of Item |
|----------|--------------|-------------------------|
| Step 1 - | | |
| | | |
| | | |
| | | |
| | | |
| Step 2 - | | |
| | | |

Web Self Service 1.0**4.4.2 Data Dictionary**

Complete a copy of the following table for each database table. Make additional copies of the table as necessary to completely describe all tables the application will use.

S.SVEH

Describe the purpose of the table.

This table contains the vehicle information.

| Column Name | Description | Identifier or Data? | Primary or Foreign Key? |
|---------------|-------------------------------|---------------------|-------------------------|
| I_PRTITN | Vehicle Partition | Small Int | Primary |
| I_VHCL_SAN | Vehicle SAN | Integer | Primary |
| I_VIN_FIRST_9 | First 9 characters of the VIN | Char (9) | |
| I_VIN_LAST_8 | Last 8 characters of the VIN | Char (8) | |

Web Self Service 1.0**S.SRCDTL***Describe the purpose of the table.*

This table lists all the recall details per VIN.

| Column Name | Description | Identifier or Data? | Primary or Foreign Key? |
|--------------|-----------------------|---------------------|-------------------------|
| I_PRTITN | Partition ID | Small Int | Foreign |
| I_VHCL_SAN | Vehicle SAN number | Integer | Foreign |
| I_VHCL_RECAL | Recall ID | Char (4) | Foreign |
| D_VHCL_REP | Date Recall Completed | Datetime | |
| N_CNTRY_ABRV | Recall Country | Char (3) | |

S.SRCDEFN*Describe the purpose of the table.*

This table describes a particular recall.

| Column Name | Description | Identifier or Data? | Primary or Foreign Key? |
|------------------|--------------------|---------------------|-------------------------|
| I_VHCL_RECAL | Recall ID | Char (4) | Primary |
| X_VHCL_RECAL | Recall Description | Char (50) | |
| D_RECAL_LNCH_USA | Date Recall Issued | Datetime | |

4.4.3 Entity Relationships*Describe the relationships that span tables and columns.*

| Entity 1 | Entity 2 | Business Rule or Fact | Cardinality |
|-----------|----------|-----------------------|-------------|
| S.SRCDEFN | S.SRCDTL | | 1 to many |
| | | | |
| | | | |
| | | | |

4.4.4 Table Maintenance Use Case Associations*The initial loading of data from MPI, periodic data updates, and managing growth are common traits of B2C database-oriented applications. Please indicate which Use Cases describe how the database will be maintained.*

| Activity | Is described by Use Case Number: |
|---|----------------------------------|
| Data loading from MPI | |
| Data updates | |
| Managing growth/purging expired records | |
| | |

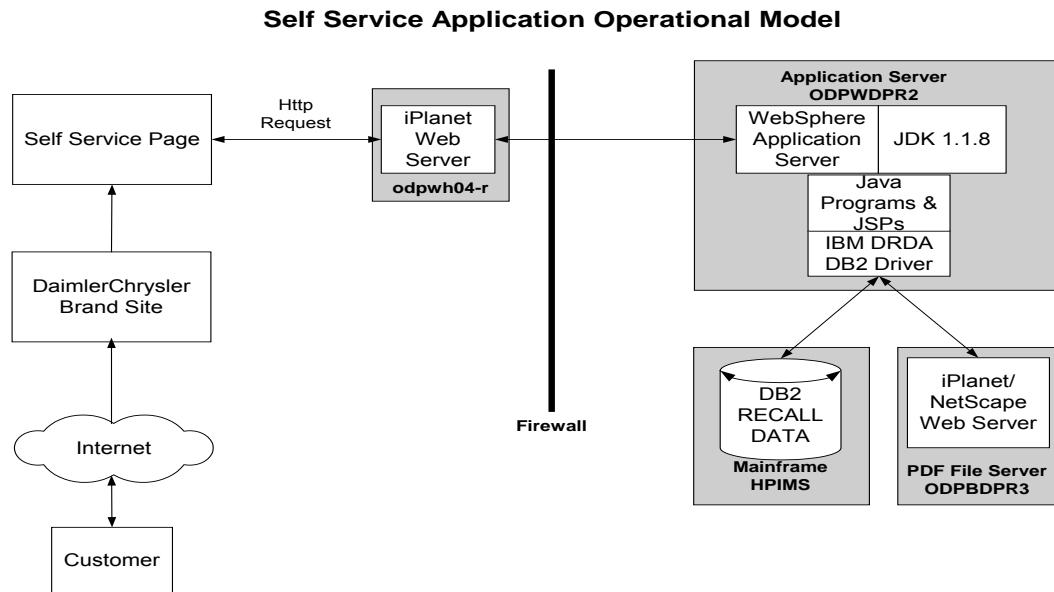
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| | |
|--|--|
| | |
| | |

5. Micro Design

5.1 Operational Model

The Operational Model is a diagram representation of a network of computer systems, their associated peripherals and the systems software, middleware, and application software that they run.



5.1.1 Topology Diagram

Provide a topology diagram containing a sized configuration of the hardware and software technology necessary to support the application. It should illustrate configured computer systems and networks, software and systems management products, and describe how they will be operated in order to achieve the Functional and Non-functional requirements.

5.1.2 Node Descriptions

Provide a description of each of the physical nodes and network technologies represented in the Topology Diagram. These descriptions present the responsibilities of the nodes and networks, in terms of the application and technical services they are required to support.

Customer sends http request to Web server. Web server routes the request to the application server. Application server calls the corresponding java program and JSPs to retrieve the information that customer

Web Self Service 1.0

requested and wraps it in to a web page, then application sever sends this page to web server, and web server routes this page back to customer browser.

5.1.3 Node Connections

Describe the connections between the nodes using the table below. It is usually sufficient to identify the connection by the two nodes involved.

| Node | Connects to Node | Via Protocol |
|--------------------|--------------------|--------------|
| Customer Browser | Web Server | HTTP |
| Web Server | Application Server | HTTP |
| Application server | DB2 Database | TCP/IP |
| | | |
| | | |

5.2 Component Model

A component is a relatively independent part of a system. It is characterized by its responsibilities and by the interface(s) it offers. The Component Model describes the entire hierarchy of components in terms of to their responsibilities, their interfaces, their relationships, and the way they collaborate to deliver required functionality.

5.2.1 Component Descriptions

For each component, identify the component name and provide a brief discussion of the components purpose, design rationale, and implementation approach.

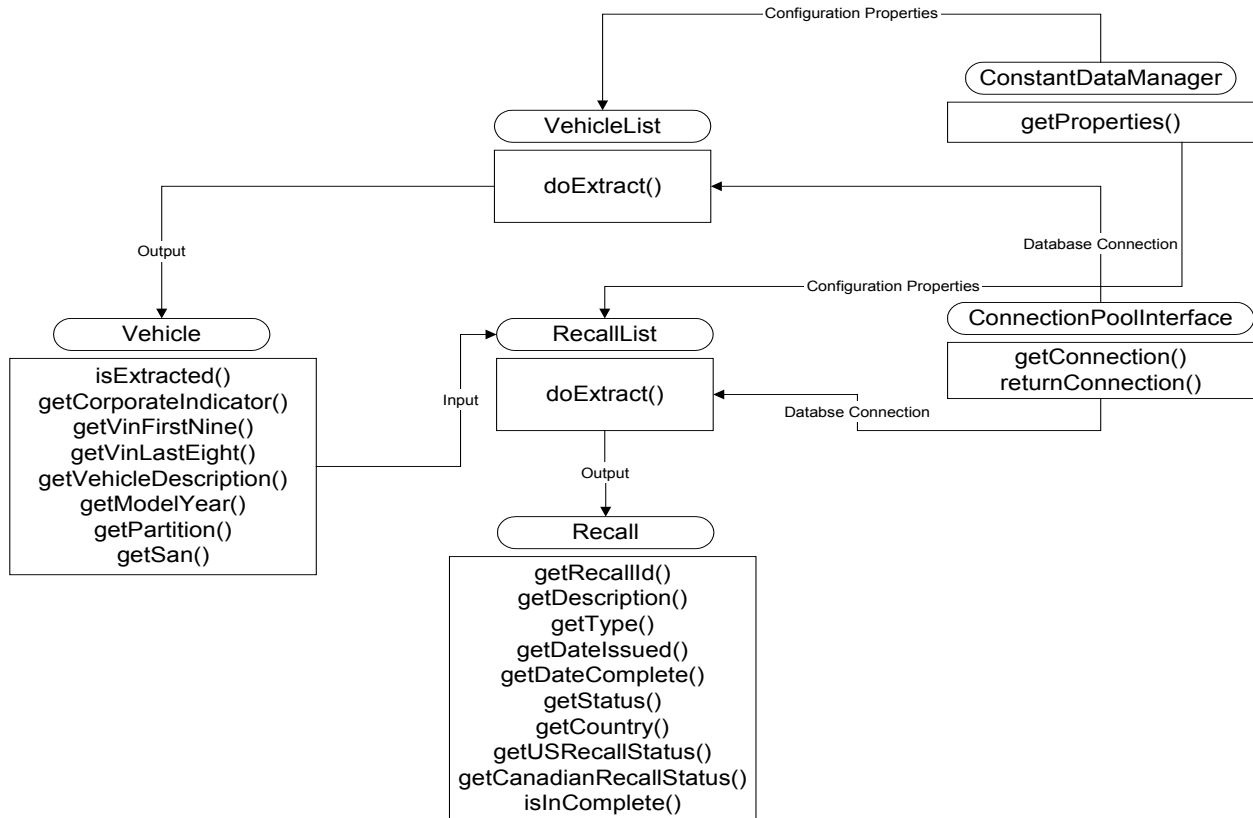
| Component Name | Purpose, Design Rationale, and Implementation Approach |
|----------------|--|
|----------------|--|

5.2.2 Component Relationship Diagrams

Provide one or more diagrams that illustrate the relationships between components.

5.3 Class Diagrams

Class Diagrams provide a structural representation of the software objects and their static relationships that comprise the system being developed. The overall purpose of the Class Diagram is to interpret business, user and system requirements and develop an overall model of what is expected of the software.



5.3.1 Full Inheritance View

Draw a class diagram illustrating the ancestors and immediate descendants of the classes described in this section

5.3.2 Class Descriptions

Repeat the following section as many times as necessary to document the classes that comprise this application.

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5.3.2.1 Vehicle

This object describe all aspects of a vehicle

Attributes

| | |
|--------------------|---|
| VinFirstNine | First 9 characters of the vehicle identification number |
| VinLastEight | Last 8 chracters of the vehicle identification number |
| Partition | Vehicle Partition number |
| san | Vehicle SAN number |
| vehicleDescription | Vehicle description |
| modelYear | Vehicle model year |
| familyCode | Vehicle family code |
| corporateIndicator | Indicates if this vehicle is made by DCX |

Methods

Describe the services that the class can provide to other objects.

isExtracted()
getCorporateIndicator()
getVinFirstNine()
getVinLastEight()
getVehicleDescription()
getModelYear()
getPartition()
getSan()

5.3.2.2 Recall

This object describe a Recall

Attributes

| | |
|---------------|----------------------|
| recallId | Recall id |
| description | Recall description |
| type | Recall Type |
| dateIssued | Recall Issue Date |
| dateCompleted | Recall complete date |
| status | Recall Status |

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country Recall Country

Methods

Describe the services that the class can provide to other objects.

getRecallId()
getDescription()
getType()
getDateIssued()
getDateComplete()
getStatus()
getCountry()
getUSRecallStatus()
getCanadianRecallStatus()
isInComplete()

5.3.2.3 VehicleList

This object describe a list of vehicles. The doExtract() method will retrieve all vehicles that has the given VIN

Attributes**Methods**

doExtract()

5.3.2.4 RecallList

This object describe a list of recallss. The doExtract() method will retrieve all recalls for a specific vehicle

Attributes**Methods**

doExtract()

5.3.2.5 ConstantDataManager

This object set up global configuration for this application

Methods

getProperties()

5.3.2.6 ConnectionPoolInterface

This object manages the database connection pooling

Methods

getConnection()

returnConnection()

5.4 Interaction Diagrams

Interaction Diagrams are a graphical representation of the internal behavior of the application. Interaction Diagrams correspond to the Use Cases documented in the Functional Requirements, and show how objects collaborate by sending messages and returning responses to each other.

5.4.1 User Enters A VIN and Request Recall info

Description

User enters a valid VIN and request recall info for that vehicle.

System processes the request and returns the recall information for that VIN.

Exception Conditions

The VIN is not a valid Chrysler Corporation vehicle number

5.4.2 User Clicks a Link to Request A Specific Recall Document

Description

User clicks a link to request specific recall document for that vehicle.

System processes the request and returns the recall document user requested.

Exception Conditions

The VIN is not a valid Chrysler Corporation vehicle number

5.5 Physical Data Model

The Physical Data Model converts the logical data model to the physical storage constructs of the target Data Base Management System. This model takes into account data and transaction volume to produce a schema and environment that will meet necessary performance.

5.5.1 General Information

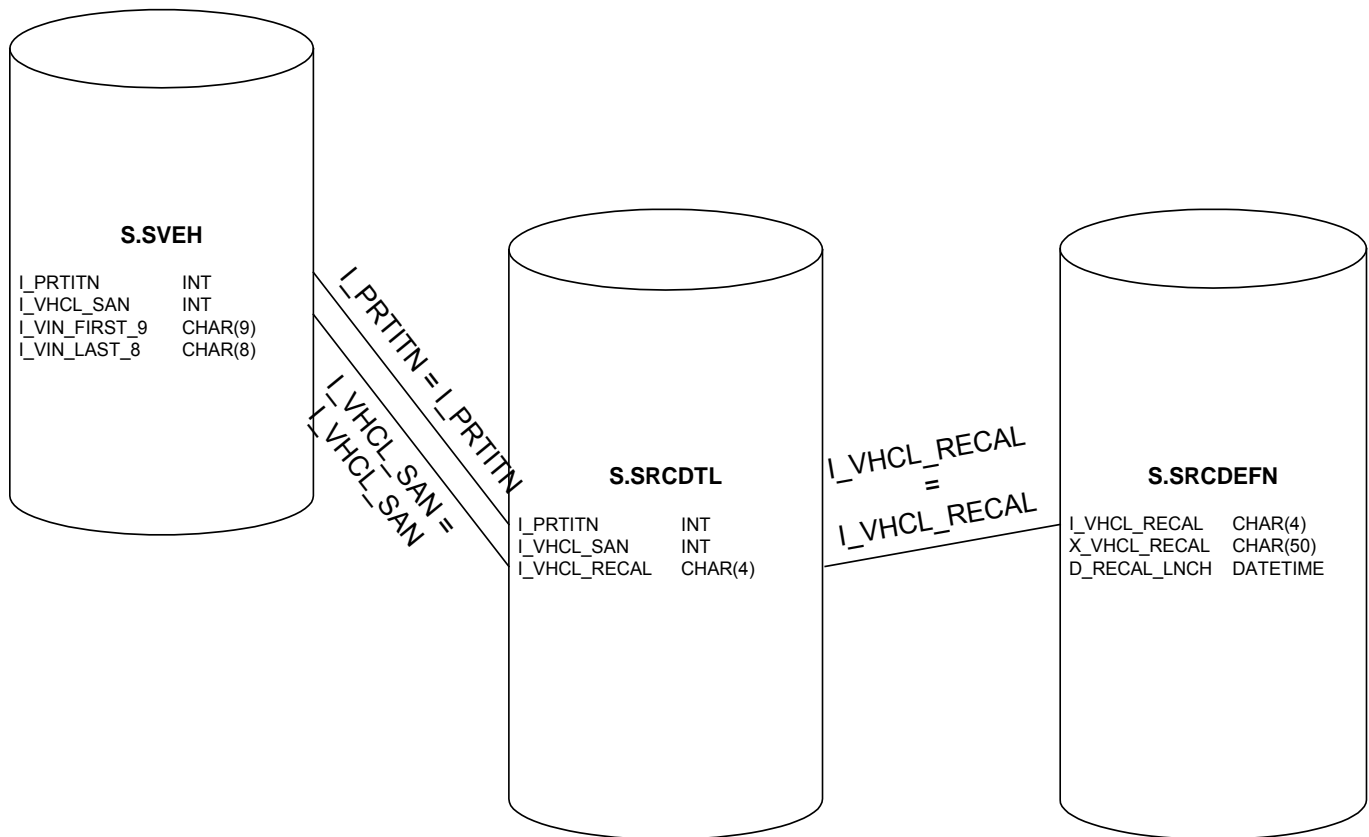
| | | |
|--|-----|------------|
| | UAT | Production |
|--|-----|------------|

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| | | |
|--|-----------------------|-----------------------|
| Database Name: | HPDCDB2P | HPDCDB2P |
| Database Schema: | | |
| Database User ID: | Db2caw | Db2caw |
| JDBC Provider Name: | IBM DRDA DB2 driver | IBM DRDA DB2 driver |
| JDBC Data Source Name: | | |
| File name where the User ID and Password is stored (.properties, .xml, etc): | ConnectionPool.config | ConnectionPool.config |

5.5.2 Physical Data Diagram

Please provide an Entity Relationship Diagram here that illustrates the physical structure of the database.

**5.5.3 Data Types**

Please complete the following table (repeating as necessary) to provide a full description of the physical attributes of each database table, along with sizing estimates. For sizing purposes, the following list contains the byte counts of columns by data type for columns that do not allow null values. For a column that allows null values, add 1 to the byte count shown in the list.

Web Self Service 1.0**Data Type Byte Count***INTEGER 4**SMALLINT 2**BIGINT 8**REAL 4**DOUBLE 8**DECIMAL The integral part of (p/2)+1, where p is the precision.**CHAR(n) n**VARCHAR(n) n+4**LONG VARCHAR 24**GRAPHIC(n) n*2**VARGRAPHIC(n) (n*2)+4**LONG VARGRAPHIC 24**DATE 4**TIME 3**TIMESTAMP 10**DATALINK(n) n+54*

LOB types Each LOB value has a LOB descriptor in the base record that points to the location of the actual value. The size of the descriptor varies according to the maximum length defined for the column. The following table shows typical sizes:

*Maximum LOB Length**LOB Descriptor Size**1,024**72**8,192**96**65,536**120**524,000**144**4,190,000*

Web Self Service 1.0**Data Type****Byte Count**

168

134,000,000

200

536,000,000

224

1,070,000,000

256

1,470,000,000

280

2,147,483,647

316

*Distinct type**Length of the source type of the distinct type.**Reference type**Length of the built-in data type on which the reference type is based.*

If the table is created based on a structured type, an additional 4 bytes of overhead is reserved to identify rows of subtables regardless of whether or not subtables are defined. Also, additional subtable columns must be considered nullable for byte count purposes, even when defined as not nullable

<Table Name – Repeat as needed>

| Column Attribute Name | Data Type | Precision | Nulls Allowed? (Y/N) | Byte Count |
|-----------------------|-----------|-----------|----------------------|------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Total Byte Count: | | | | |

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5.5.4 Sizing and Growth

Determine the row size by adding the byte counts in the tables above. For each table, the space needed should be estimated as:

Row Size (bytes) = Byte Count + 8

*First Year Table Size (MB) = (Row Size * Number of Rows * 1.5) / 1,048,576*

*Annual Expected Growth (MB) = First Year Table Size (MB) * Annual Expected Growth (%)*

*Max Space Required (MB) = First Year Table Size (MB) + (Annual Expected Growth (MB) * (Number of Years the Data is Retained - 1))*

| Table Name | Row Size | Number Of Rows | First Year Table Size (MB) | Annual Expected Growth (%) | Annual Expected Growth (MB) | Number Of Years the Data is Retained | Max Space Required (MB) |
|------------|----------|----------------|----------------------------|----------------------------|-----------------------------|--------------------------------------|-------------------------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Total: | | | | Total: | | Total: | |

5.5.5 Data Definition Language (DDL) Specifications

Please provide the DDL statements required to create the entities defined in the data model. At a minimum, the DDL should address the creation of the schema, table space, tables, referential integrity constraints, indexes, and grants.

CREATE TABLE S.SVEH

```
(
I_PRTITN          SMALLINT,
I_VHCL_SAN        INTEGER,
I_VIN_FIRST_9     CHAR(9),
I_VIN_LAST_8      CHAR(8)
)
```

CREATE TABLE S.SRCDTL

```
(
I_VHCL_RECAL      CHAR(4),
D_VHCL_REP        DATETIME,
N_CNTRY_ABRV      CHAR(3)
)
```

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```
CREATE TABLE S.SRCDEFN
(
I_VHCL_RECAL      CHAR(4),
X_VHCL_RECAL      CHAR(50),
D_RECAL_LNCH_USA  DATETIME
)
```

5.5.6 SQL Statements

Please provide all application SQL statements.

```
select I_PRTITN, I_VHCL_SAN from S.SVEH where I_VIN_LAST_8 = "WC272844"
or select I_PRTITN, I_VHCL_SAN from S.SVEH where I_VIN_FIRST_9 = " 1J4GZ58S5" and I_VIN_LAST_8
= "WC272844"

select I_VHCL_RECAL, D_VHCL_REP, N_CNTRY_ABRV from S.SRCDTL where I_PRTITN = ? and
I_VHCL_SAN = ?

select I_VHCL_RECAL, X_VHCL_RECAL, D_RECAL_LNCH_USA from S.SRCDEFN where
I_VHCL_RECAL = ?
```

5.5.7 Sample Data

Please provide sufficient sample data so that the SQL statements provided above can be run through analyzer tools.

5.6 Deployment Plan

The Deployment Plan describes the organization, deployment overview, resources, and methods used to deploy the new system. The plan identifies the responsibilities of everyone participating in the deployment. As such:

- The plan validates that the proposed solution actually is ready for deployment. It contains the steps needed to make sure that the solution hardware, software, and documentation are in place to proceed.
- The plan verifies that the people are trained and ready to support the new system. This includes the user, support and temporary deployment communities.
- The plan verifies that the organization is ready to accept the delivery of the proposed solution.
- The plan verifies that the proper level of contingency planning has taken place and that the appropriate risk mitigation procedures are ready.

Web Self Service 1.0**5.6.1 Overview**

Specify in broad terms how the system is to be deployed in all DCX B2C environments (i.e., Development, Test, UAT, and Production).

5.6.2 Target Dates

Define the sequence in which the system is deployed in all DCX B2C environments (i.e., Development/Test, UAT, and Production). Specify the target dates for starting and completing deployment activities and tasks. Take into consideration the times when attempted deployment of the new system would be difficult or improper.

The table below depicts tentative timing for start and stop activities, including those dates or situations where it would be difficult or improper to proceed with deployment activities.

| Deployment Activities \ Tasks \ Milestones | Start Date | End Date | Deliverable \ Notes |
|--|------------|----------|---------------------|
| | | | |
| | | | |
| | | | |
| | | | |

5.6.3 Deployment Team Organization

Complete the table below identifying the specific roles, responsibilities and skills required for deployment in all DCX B2C environments (i.e., Development/Test, UAT, and Production). Where appropriate also include an organization chart.

The deployment team members, telephone numbers, organizations, job titles/roles, email address, and responsibilities are identified in the following table. It contains the key people (sorted by last name) that will participate in the project.

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| Name / Phone | Organization | Job Title and Email | Responsibility and Authority |
|--|--------------------------|--|--|
| | | Programmer | <ul style="list-style-type: none"> Assist with testing. Resolve software defects. |
| | | Tester | <ul style="list-style-type: none"> Conduct integration testing. Conduct system testing. Assist with user acceptance testing. Document test results. |
| | WPO | WPO Liaison | <ul style="list-style-type: none"> Review test results and deliverables. Approve promotion requests. |
| Chilla, Ramanakumar 248-512-4322 | Production Support | System Tester rc557@dcx.com | <ul style="list-style-type: none"> Conduct system load testing. Assist with user acceptance testing. Assist with ADPs and store documentation in PVCS. |
| Comartin, Chad 248-512-4329 | TOS, CoE, B2C Support | B2C Application Specialist cc129@dcx.com | <ul style="list-style-type: none"> Assist with installation of packages and products. Assist with configuration and integration of packages and products. |
| Glenn, Shonn 248-512-4925 | WPO, ITM | Application Maintenance Organization Liaison sgg6@dcx.com | <ul style="list-style-type: none"> Responsible for overseeing maintenance type B2C projects. Interface to production support organization. Support migration activities and coordination. |
| Maalin, Abukar 248-944-6362 | TOS, CoE | Integrator; CoE Support amm80@dcx.com | <ul style="list-style-type: none"> Assist with Trouble Tickets for installation requests (i.e., web servers, WAS requests). Assist with coordinating TOS groups. Support project activities and coordination. Document issues and escalate if necessary. |
| Siripurapu, Sarat 248-512-4546 | Production Support | Developer and Test Lead sbs21@dcx.com | <ul style="list-style-type: none"> Review ADPs and store documentation in PVCS. Promote applications. Coordinate and manage testing schedule. Schedule system load tests. Assist with user acceptance testing. |
| Terrell, Mark 248-944-5624 | TOS, DRM, CoE | Database Administrator mjt5@dcx.com | <ul style="list-style-type: none"> Responsible for maintaining databases. Backup test environments. Rebind applications and utilities. |

5.6.4 System Requirements

Identify the specific hardware, software and communications infrastructure required for the deployment. Also define the means and measures used to determine the readiness of the system for deployment.

5.6.5 Manual Procedures

Identify and describe the plans to develop any new or changed manual procedures required for deployment.

5.6.6 Automated Procedures

Identify and describe the plans to develop any new or changed automated procedures required for deployment.

5.6.7 Conversion Preparation

Describe the software and plans for transferring data from the old system to the new in all DCX B2C environments (i.e., Development/Test, UAT, and Production). Also identify any special conversion criteria and timing, and define measures for verifying the conversion, installation and integration.

5.6.8 Constraints and Dependencies

Describe any limiting items or dependencies that will inhibit the execution of the deployment plan, including possibly, other projects, software, hardware, timing, user training, etc.

5.6.9 Contingency/Back Out Plan

Identify the risks specifically relating to deployment and define the contingency plans to come into effect in the event that something goes wrong.

5.6.10 Site Preparation Checklist

Make a checklist for each site where the system is to be deployed in all DCX B2C environments (i.e., Development/Test, UAT, and Production), identifying everything that must be prepared, including any environment alterations.

Web Self Service 1.0**5.6.11 Web Server Preparations****5.6.11.1 Domain Name Information**

The Domain Name Information section contains the basic information regarding the name and location for static content served by the Web Server.

| | |
|---|---|
| Domain Name: | <domain> |
| Domain Name Status: | <input type="checkbox"/> New <input type="checkbox"/> Existing |
| Does this Domain Name need to be purchased? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Does this Domain need an SSL certificate? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

5.6.11.2 “obj.conf” File

The “obj.conf” configuration file contains directives that instruct the Netscape Enterprise Server how to handle requests from clients. ‘NameTrans’ entries translate the URL specified in the request from a logical URL to a physical file system path for the requested resource.

5.6.11.2.1 NameTrans fn=”document-root” entries

Document Root entries translate the http://server_name/part of the requested URL to a physical directory that has been designated as the server's document root. If this is a new domain, please complete the following table.

Web Self Service 1.0

| | |
|------------------|---------------------------------------|
| Function: | fn="document-root" |
| root= | /clocal/www/web-data/vserver/<domain> |

5.6.11.2.2 NameTrans fn="pfx2dir" entries

Prefix To Directory entries are used to set up additional mappings between URLs and directories. Complete the following table for any directory mappings that need to be created. Repeat the table below as necessary if multiple directories are required.

| | |
|------------------|---|
| Function: | fn="pfx2dir" |
| from= | /<directory> |
| dir= | /clocal/www/web-data/vserver/<domain>/<directory> |

5.6.11.3 "rules.properties" File

The rules.properties file defines servlet virtual path translations. Repeat the table below as necessary if multiple mappings are required.

| | |
|---|--|
| Virtual Path (the virtual path used to invoke the servlet) | |
| Servlet Name | |

5.6.12 Application Server Preparations**5.6.12.1 JSP Application Information**

The JSP Application Information section contains the basic information regarding the location and version of JSP files that support the application.

| | |
|--|--|
| Domain Name: | |
| Domain Name Status: | <p>New</p> <p>Existing</p> |
| JSP Specification Version Used: | |
| JSP docroot: | /clocal/www/web-data/jsp_root/<domain> |

Web Self Service 1.0**5.6.12.2 Servlet Registration Information**

The Servlet Registration Information section contains the information required to register new or modified servlets of an application within the WebSphere Application Server (WAS). Please complete the following information for each Servlet.

<Servlet Name – Repeat table for each servlet>

| | |
|--|---|
| Application domain name: | |
| Web app name: | |
| Name to register the servlet under in WAS. | |
| Qualified class name of the servlet: | |
| Servlet URL Path (i.e., how it will be invoked in the URL). | |
| Servlet Classpath (i.e., where the servlet will be located). | |
| Does the servlet need to be loaded at the start-time of the WAS? | <div style="text-align: right;">X</div> <p>No - Default for servlets in WAS</p> <p>Yes - Please justify this request below:</p> |

5.6.12.3 EJB Deployment Information

The EJB Deployment Information section contains the information required to deploy the EJBs of an application within the WebSphere Application Server (WAS). Please complete the following information for each new or modified EJB.

Web Self Service 1.0**<EJB Name – Repeat table for each EJB>**

| | |
|--|--|
| <i>EJB Name:</i> | |
| <i>EJB Home:</i> | |
| <i>Qualified name of the EJB.jar file:</i> | /global/site/vendor/www/ejb_root/<component>/<jar file name> |
| <i>EJB Type:</i> | Session EJB Entity EJB |
| <i>EJB specification version used:</i> | |
| <i>Required pool size for the EJB (the default pool size for EJBs in the WAS of the PWH is ...)</i> | |
| <i>Brief description (2 – 3 sentences) on what the EJB does within the application:</i> | |
| <i>Servlet URL to test the deployment and configuration of the EJB:</i> | |
| <i>Deployment test results you expect to see. (Please provide screen shots to show deployment and configuration of the EJB).</i> | |

5.6.12.4 JDBC Provider Information

Currently configured JDBC Providers are listed in the Site Standards for B2C Web Site Development. If a new JDBC Provider will be required in Public Web Hosting please complete the following table for each JDBC provider to be added.

<JDBC Driver Name – Repeat table as necessary>

| | |
|--------------------------------|---------------|
| <i>JDBC Driver Name:</i> | |
| <i>Description:</i> | |
| <i>Implementation Class:</i> | |
| <i>URL Prefix:</i> | |
| <i>JTA Enabled:</i> | True False |
| <i>JDBC Zip File Location:</i> | |
| <i>Database Type:</i> | |
| <i>Server Name:</i> | |

Web Self Service 1.0**5.6.12.5 Data Source Information**

Currently configured Data Sources are listed in the [Site Standards for B2C Web Site Development](#). If a new Data Source will be required in Public Web Hosting please complete the following table for each Data Source to be added. For some parameters, the WAS defaults have been supplied. Override as appropriate.

<Data Source Name – Repeat table as necessary>

| | |
|---------------------|------|
| Data Source Name: | |
| Brief description: | |
| Database Name: | |
| JDBC Driver Name: | |
| Minimum Pool Size: | 1 |
| Maximum Pool Size: | 10 |
| Connection Timeout: | 180 |
| Idle Timeout: | 1800 |
| Orphan Timeout: | 1800 |

5.6.13 Additional/Custom Preparations

Define any additional preparations that need to be performed that have not been previously defined.

5.7 Training Plan

The Training Plan consists of an evaluation of the training needs, an evaluation of alternate methods for delivering the training, and an approach for the development of any training material. This plan is used to provide the basis for managing, monitoring, and evaluating training delivery by articulating a specific, detailed project plan for the development and delivery of all client training related to the implementation of the project.

5.7.1 Curriculum Outline

5.7.2 Curriculum Development Plan

5.7.3 Participant Education and Training Schedule

5.7.4 Train the Trainer Plan

5.7.5 Training Evaluation Plan

"Did not consider the issue important enough/wasn't priority"

| Campaign | % responding that did not have the recall completed | # of Customers surveyed | # of Customers responding to question | % responding to question |
|------------|---|-------------------------|---------------------------------------|--------------------------|
| N45 | 15.8% | 43,832 | 4,708 | 10.7% |
| N46 | 17.1% | 65,461 | 9,570 | 14.6% |
| N28 | 26.1% | 6,580 | 1,522 | 23.1% |
| N10 | 22.3% | 1,933 | 340 | 17.6% |
| N08 | 29.8% | 7,028 | 1,788 | 25.4% |
| M31 | 29.8% | 500 | 117 | 23.4% |
| L25 | 37.0% | 5,747 | 1,842 | 32.1% |
| L01 | 41.6% | 11,168 | 4,510 | 40.4% |
| L27 | 28.3% | 7,682 | 2,076 | 27.0% |
| M22 | 42.7% | 1,496 | 612 | 40.9% |
| N01 | 32.1% | 5,332 | 1,567 | 29.4% |
| M34 | 19.6% | 3,807 | 672 | 17.7% |
| N23 | 31.6% | 6,061 | 1,745 | 28.8% |
| N07 | 28.7% | 1,391 | 365 | 26.2% |
| Total/Avg. | 28.8% | 168,018 | 31,434 | 18.7% |

Filtered Surveys: 43832

Report Run Date: 5/26/2015

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|--------------|-------------|
| Yes | 36131 | 85% |
| No | 6181 | 15% |
| Total | 42312 | 100% |
| <unanswered> | 93632 | 69% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|-------------|-------------|
| Yes | 5431 | 91% |
| No | 530 | 9% |
| Total | 5961 | 100% |
| <unanswered> | 220 | 4% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|--------------|-------------|
| Yes | 977 | 2% |
| No | 29722 | 68% |
| No, I no longer own the vehicle | 12941 | 30% |
| Total | 43640 | 100% |
| <unanswered> | 92304 | 68% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|--------------|-------------|-------------|
| * Could not be without my vehicle | 282 | 0.9% | 0.9% |
| * Dealer didn't have parts available | 944 | 2.9% | 3.2% |
| * Dealer Out of Business | 20 | 0.1% | 0.1% |
| Dealer says too large of a backlog to schedule appointment at this time | 0 | 0.0% | 0.0% |
| * Dealer service hours were inconvenient | 120 | 0.4% | 0.4% |
| * Dealer unaware of recall, too busy, not supportive | 320 | 1.0% | 1.1% |
| * Dealer was too far away | 292 | 0.9% | 1.0% |
| * Did not consider the issue important enough/wasn't priority | 4708 | 14.6% | 15.8% |
| * Did not have access to my vehicle | 233 | 0.7% | 0.8% |
| * Didn't think recall applied to their vehicle | 1572 | 4.9% | 5.3% |
| * Forgot about the recall | 693 | 2.1% | 2.3% |
| * Have appointment | 490 | 1.5% | 1.6% |
| * Haven't had problem with vehicle | 175 | 0.5% | 0.6% |
| * Health issues | 928 | 2.9% | 3.1% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 125 | 0.4% | 0.4% |
| * I spoke with the Dealer and they indicated the repair was not | 80 | 0.2% | 0.3% |
| * Just Received the Recall Notice | 9559 | 29.5% | 32.2% |
| * Lost Recall Notice | 331 | 1.0% | 1.1% |
| * Notice said parts aren't available until July | 36 | 0.1% | 0.1% |
| * Plans to Trade/Sell Vehicle | 227 | 0.7% | 0.8% |
| * Someone Else Takes Care of Vehicle | 558 | 1.7% | 1.9% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 159 | 0.5% | 0.5% |
| * Unable to Read/Didn't Know What to do | 697 | 2.2% | 2.3% |
| * Vehicle not operable | 2291 | 7.1% | 7.7% |
| * Was not aware of recall | 3639 | 11.2% | 12.2% |
| * Wasn't sure if vehicle recall service performed | 111 | 0.3% | 0.4% |
| * Other | 3760 | 12% | 12.7% |
| Total | 32350 | 100% | 109% |
| <unanswered> | | | |

No Repair Reason - Dealer Backlog

| | | |
|-----------|---|---------|
| 1-2 Weeks | 5 | #DIV/0! |
| 2-3 Weeks | 5 | #DIV/0! |
| 3-6 Weeks | 5 | #DIV/0! |
| 6+ Weeks | 5 | #DIV/0! |

| | | |
|--------------|-----|---------|
| Total | 20 | #DIV/0! |
| <unanswered> | -20 | 0% |

| How long ago was the vehicle repaired? | # | % Total | % Cmltv |
|--|-----|---------|---------|
| 1 Week or less (05/19/2015) | 11 | 2% | 2% |
| 1 - 2 Weeks ago (05/12/2015) | 5 | 1% | 3% |
| 2 - 3 Weeks ago (05/05/2015) | 6 | 1% | 4% |
| 3 Weeks or longer | 577 | 96% | 100% |
| Total | 599 | 100% | |
| <unanswered> | 378 | 39% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|---|-------|---------|---------|
| 1 Week | 4574 | 16% | 16% |
| 2 Weeks | 14561 | 50% | 66% |
| 4 Weeks | 1005 | 3% | 69% |
| Sub-Total | 20140 | | |
| Sometime in the future | 6798 | 23% | 93% |
| Never | 2119 | 7% | 100% |
| Total | 29057 | 100% | |
| <unanswered> | 665 | 2% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|------------------------------|-------|---------|------------|
| Yes | 12570 | 48% | 62% |
| No | 13413 | 52% | |
| Total | 25983 | 100% | |
| <unanswered> | 3739 | 13% | |

| Warm transfer dealer backlog | # | % Total |
|------------------------------|-------|---------|
| 1-2 Weeks | 576 | 0.05 |
| 2-3 Weeks | 91 | 0.01 |
| 3-6 Weeks | 75 | 0.01 |
| 6+ Weeks | 66 | 0.01 |
| Total | 808 | 6% |
| <unanswered> | 11762 | 94% |

Filtered Surveys: 65461

Report Run Date: 5/26/2015

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|-------|---------|
| Yes | 55034 | 85% |
| No | 9500 | 15% |
| Total | 64534 | 100% |
| <unanswered> | 71410 | 53% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 8635 | 92% |
| No | 776 | 8% |
| Total | 9411 | 100% |
| <unanswered> | 89 | 1% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|-------|---------|
| Yes | 2539 | 4% |
| No | 55824 | 86% |
| No, I no longer own the vehicle | 6819 | 10% |
| Total | 65182 | 100% |
| <unanswered> | 70762 | 52% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|-------|---------|-------|
| * Could not be without my vehicle | 1157 | 1.9% | 2.1% |
| * Dealer didn't have parts available | 6441 | 10.8% | 11.5% |
| * Dealer Out of Business | 34 | 0.1% | 0.1% |
| Dealer says too large of a backlog to schedule appointment at this tir | 0 | 0.0% | 0.0% |
| * Dealer service hours were inconvenient | 428 | 0.7% | 0.8% |
| * Dealer unaware of recall, too busy, not supportive | 1108 | 1.9% | 2.0% |
| * Dealer was too far away | 465 | 0.8% | 0.8% |
| * Did not consider the issue important enough/wasn't priority | 9570 | 16.0% | 17.1% |
| * Did not have access to my vehicle | 560 | 0.9% | 1.0% |
| * Didn't think recall applied to their vehicle | 2177 | 3.6% | 3.9% |
| * Forgot about the recall | 1680 | 2.8% | 3.0% |
| * Have appointment | 2044 | 3.4% | 3.7% |
| * Haven't had problem with vehicle | 196 | 0.3% | 0.4% |
| * Health issues | 1684 | 2.8% | 3.0% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 316 | 0.5% | 0.6% |
| * I spoke with the Dealer and they indicated the repair was not | 279 | 0.5% | 0.5% |
| * Just Received the Recall Notice | 12691 | 21.2% | 22.7% |
| * Lost Recall Notice | 557 | 0.9% | 1.0% |
| * Notice said parts aren't available until July | 112 | 0.2% | 0.2% |
| * Plans to Trade/Sell Vehicle | 151 | 0.3% | 0.3% |
| * Someone Else Takes Care of Vehicle | 1425 | 2.4% | 2.6% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 510 | 0.9% | 0.9% |
| * Unable to Read/Didn't Know What to do | 1092 | 1.8% | 2.0% |
| * Vehicle not operable | 1039 | 1.7% | 1.9% |
| * Was not aware of recall | 7580 | 12.7% | 13.6% |
| * Wasn't sure if vehicle recall service performed | 259 | 0.4% | 0.5% |
| * Other | 6327 | 11% | 11.3% |
| Total | 59882 | 100% | 107% |
| <unanswered> | | | |

No Repair Reason - Dealer Backlog

| | | |
|-----------|----|---------|
| 1-2 Weeks | 17 | #DIV/0! |
| 2-3 Weeks | 17 | #DIV/0! |

| | | |
|--------------|-----------|----------------|
| 3-6 Weeks | 17 | #DIV/0! |
| 6+ Weeks | 17 | #DIV/0! |
| Total | 68 | #DIV/0! |
| <unanswered> | -68 | 0% |

| How long ago was the vehicle repaired? | # | % Total | % Cmltv |
|---|-------------|----------------|----------------|
| 1 Week or less (05/19/2015) | 54 | 3% | 3% |
| 1 - 2 Weeks ago (05/12/2015) | 24 | 1% | 5% |
| 2 - 3 Weeks ago (05/05/2015) | 70 | 4% | 9% |
| 3 Weeks or longer | 1581 | 91% | 100% |
| Total | 1729 | 100% | |
| <unanswered> | 810 | 32% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|--|--------------|----------------|----------------|
| 1 Week | 9399 | 17% | 17% |
| 2 Weeks | 29274 | 54% | 71% |
| 4 Weeks | 2069 | 4% | 75% |
| Sub-Total | 40742 | | |
| Sometime in the future | 12090 | 22% | 97% |
| Never | 1748 | 3% | 100% |
| Total | 54580 | 100% | |
| <unanswered> | 1244 | 2% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|-------------------------------------|--------------|----------------|-------------------|
| Yes | 24960 | 48% | 61% |
| No | 26510 | 52% | |
| Total | 51470 | 100% | |
| <unanswered> | 4354 | 8% | |

| Warm transfer dealer backlog | # | % Total |
|-------------------------------------|-------------|----------------|
| 1-2 Weeks | 1150 | 0.05 |
| 2-3 Weeks | 298 | 0.01 |
| 3-6 Weeks | 256 | 0.01 |
| 6+ Weeks | 265 | 0.01 |
| Total | 1969 | 8% |
| <unanswered> | 22991 | 92% |

Filtered Surveys: 6580

Report Run Date: 5/26/2015

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | <u>#</u> | <u>% Total</u> |
|--------------|----------|----------------|
| Yes | 6098 | 93% |
| No | 446 | 7% |
| Total | 6544 | 100% |
| <unanswered> | 129400 | 95% |

| | | |
|--|----------|----------------|
| <Verify Owner address is correct> | <u>#</u> | <u>% Total</u> |
| Yes | 320 | 77% |
| No | 98 | 23% |
| Total | 418 | 100% |
| <unanswered> | 28 | 6% |

Q2 Did you have the recall service repair completed?

| | <u>#</u> | <u>% Total</u> |
|---------------------------------|----------|----------------|
| Yes | 321 | 5% |
| No | 5823 | 89% |
| No, I no longer own the vehicle | 407 | 6% |
| Total | 6551 | 100% |
| <unanswered> | 129393 | 95% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | <u>#</u> | <u>% Total</u> | <u>% No</u> |
|---|----------|----------------|-------------|
| * Could not be without my vehicle | 85 | 1.3% | 1.5% |
| * Dealer didn't have parts available | 1044 | 16.4% | 17.9% |
| * Dealer Out of Business | 1 | 0.0% | 0.0% |
| Dealer says too large of a backlog to schedule appointment at this tir | 0 | 0.0% | 0.0% |
| * Dealer service hours were inconvenient | 122 | 1.9% | 2.1% |
| * Dealer unaware of recall, too busy, not supportive | 203 | 3.2% | 3.5% |
| * Dealer was too far away | 50 | 0.8% | 0.9% |
| * Did not consider the issue important enough/wasn't priority | 1522 | 23.9% | 26.1% |
| * Did not have access to my vehicle | 74 | 1.2% | 1.3% |
| * Didn't think recall applied to their vehicle | 22 | 0.3% | 0.4% |
| * Forgot about the recall | 88 | 1.4% | 1.5% |
| * Have appointment | 177 | 2.8% | 3.0% |
| * Haven't had problem with vehicle | 16 | 0.3% | 0.3% |
| * Health issues | 39 | 0.6% | 0.7% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 17 | 0.3% | 0.3% |
| * I spoke with the Dealer and they indicated the repair was not | 11 | 0.2% | 0.2% |
| * Just Received the Recall Notice | 1546 | 24.3% | 26.5% |
| * Lost Recall Notice | 12 | 0.2% | 0.2% |
| * Notice said parts aren't available until July | 3 | 0.0% | 0.1% |
| * Plans to Trade/Sell Vehicle | 12 | 0.2% | 0.2% |
| * Someone Else Takes Care of Vehicle | 168 | 2.6% | 2.9% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 231 | 3.6% | 4.0% |
| * Unable to Read/Didn't Know What to do | 30 | 0.5% | 0.5% |
| * Vehicle not operable | 13 | 0.2% | 0.2% |
| * Was not aware of recall | 570 | 9.0% | 9.8% |
| * Wasn't sure if vehicle recall service performed | 75 | 1.2% | 1.3% |
| * Other | 235 | 4% | 4.0% |
| Total | 6366 | 100% | 109% |
| <unanswered> | | | |

No Repair Reason - Dealer Backlog

| | | |
|-----------|---|---------|
| 1-2 Weeks | 0 | #DIV/0! |
| 2-3 Weeks | 0 | #DIV/0! |

| | | |
|--------------|----------|----------------|
| 3-6 Weeks | 0 | #DIV/0! |
| 6+ Weeks | 0 | #DIV/0! |
| Total | 0 | #DIV/0! |
| <unanswered> | 0 | 0% |

| How long ago was the vehicle repaired? | # | % Total | % Cmltv |
|---|------------|----------------|----------------|
| 1 Week or less (05/19/2015) | 1 | 0% | 0% |
| 1 - 2 Weeks ago (05/12/2015) | 0 | 0% | 0% |
| 2 - 3 Weeks ago (05/05/2015) | 0 | 0% | 0% |
| 3 Weeks or longer | 273 | 100% | 100% |
| Total | 274 | 100% | |
| <unanswered> | 47 | 15% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|--|-------------|----------------|----------------|
| 1 Week | 1846 | 32% | 32% |
| 2 Weeks | 2920 | 51% | 83% |
| 4 Weeks | 85 | 1% | 85% |
| Sub-Total | 4851 | | |
| Sometime in the future | 839 | 15% | 99% |
| Never | 37 | 1% | 100% |
| Total | 5727 | 100% | |
| <unanswered> | 96 | 2% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|-------------------------------------|-------------|----------------|-------------------|
| Yes | 3874 | 69% | 80% |
| No | 1712 | 31% | |
| Total | 5586 | 100% | |
| <unanswered> | 237 | 4% | |

| Warm transfer dealer backlog | # | % Total |
|-------------------------------------|----------|----------------|
| 1-2 Weeks | 0 | 0 |
| 2-3 Weeks | 0 | 0 |
| 3-6 Weeks | 0 | 0 |
| 6+ Weeks | 0 | 0 |
| Total | 0 | 0% |
| <unanswered> | 3874 | 100% |

Filtered Surveys: 1933

Report Run Date: 5/26/2015

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|--------|---------|
| Yes | 1491 | 81% |
| No | 339 | 19% |
| Total | 1830 | 100% |
| <unanswered> | 134114 | 99% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|-----|---------|
| Yes | 209 | 72% |
| No | 83 | 28% |
| Total | 292 | 100% |
| <unanswered> | 47 | 14% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|--------|---------|
| Yes | 48 | 3% |
| No | 1523 | 80% |
| No, I no longer own the vehicle | 325 | 17% |
| Total | 1896 | 100% |
| <unanswered> | 134048 | 99% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Could not be without my vehicle | 78 | 4.5% | 5.1% |
| * Dealer didn't have parts available | 44 | 2.5% | 2.9% |
| * Dealer Out of Business | 0 | 0.0% | 0.0% |
| Dealer says too large of a backlog to schedule appointment at this tir | 0 | 0.0% | 0.0% |
| * Dealer service hours were inconvenient | 17 | 1.0% | 1.1% |
| * Dealer unaware of recall, too busy, not supportive | 11 | 0.6% | 0.7% |
| * Dealer was too far away | 9 | 0.5% | 0.6% |
| * Did not consider the issue important enough/wasn't priority | 340 | 19.6% | 22.3% |
| * Did not have access to my vehicle | 21 | 1.2% | 1.4% |
| * Didn't think recall applied to their vehicle | 2 | 0.1% | 0.1% |
| * Forgot about the recall | 19 | 1.1% | 1.2% |
| * Have appointment | 36 | 2.1% | 2.4% |
| * Haven't had problem with vehicle | 5 | 0.3% | 0.3% |
| * Health issues | 18 | 1.0% | 1.2% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 2 | 0.1% | 0.1% |
| * I spoke with the Dealer and they indicated the repair was not | 4 | 0.2% | 0.3% |
| * Just Received the Recall Notice | 605 | 35.0% | 39.7% |
| * Lost Recall Notice | 4 | 0.2% | 0.3% |
| * Notice said parts aren't available until July | 0 | 0.0% | 0.0% |
| * Plans to Trade/Sell Vehicle | 4 | 0.2% | 0.3% |
| * Someone Else Takes Care of Vehicle | 97 | 5.6% | 6.4% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 15 | 0.9% | 1.0% |
| * Unable to Read/Didn't Know What to do | 7 | 0.4% | 0.5% |
| * Vehicle not operable | 13 | 0.8% | 0.9% |
| * Was not aware of recall | 233 | 13.5% | 15.3% |
| * Wasn't sure if vehicle recall service performed | 3 | 0.2% | 0.2% |
| * Other | 144 | 8% | 9.5% |
| Total | 1731 | 100% | 114% |
| <unanswered> | | | |

No Repair Reason - Dealer Backlog

| | | |
|-----------|---|---------|
| 1-2 Weeks | 0 | #DIV/0! |
| 2-3 Weeks | 0 | #DIV/0! |

| | | |
|--------------|----------|----------------|
| 3-6 Weeks | 0 | #DIV/0! |
| 6+ Weeks | 0 | #DIV/0! |
| Total | 0 | #DIV/0! |
| <unanswered> | 0 | 0% |

| | | | |
|---|-----------|----------------|----------------|
| How long ago was the vehicle repaired? | # | % Total | % Cmltv |
| 1 Week or less (05/19/2015) | 0 | 0% | 0% |
| 1 - 2 Weeks ago (05/12/2015) | 0 | 0% | 0% |
| 2 - 3 Weeks ago (05/05/2015) | 0 | 0% | 0% |
| 3 Weeks or longer | 31 | 100% | 100% |
| Total | 31 | 100% | |
| <unanswered> | 17 | 35% | |

| | | | |
|--|-------------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 124 | 8% | 8% |
| 2 Weeks | 1010 | 67% | 76% |
| 4 Weeks | 16 | 1% | 77% |
| Sub-Total | 1150 | | |
| Sometime in the future | 328 | 22% | 99% |
| Never | 21 | 1% | 100% |
| Total | 1499 | 100% | |
| <unanswered> | 24 | 2% | |

| | | | |
|-------------------------------------|-------------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 873 | 60% | 76% |
| No | 570 | 40% | |
| Total | 1443 | 100% | |
| <unanswered> | 80 | 5% | |

| | | |
|-------------------------------------|----------|----------------|
| Warm transfer dealer backlog | # | % Total |
| 1-2 Weeks | 0 | 0 |
| 2-3 Weeks | 0 | 0 |
| 3-6 Weeks | 0 | 0 |
| 6+ Weeks | 0 | 0 |
| Total | 0 | 0% |
| <unanswered> | 873 | 100% |

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | <u>#</u> | <u>% Total</u> |
|--------------|----------|----------------|
| Yes | 6433 | 92% |
| No | 564 | 8% |
| Total | 6997 | 100% |
| <unanswered> | 128947 | 95% |

<Verify Owner address is correct>

| | <u>#</u> | <u>% Total</u> |
|--------------|----------|----------------|
| Yes | 421 | 79% |
| No | 115 | 21% |
| Total | 536 | 100% |
| <unanswered> | 28 | 5% |

Q2 Did you have the recall service repair completed?

| | <u>#</u> | <u>% Total</u> |
|---------------------------------|----------|----------------|
| Yes | 298 | 4% |
| No | 6009 | 86% |
| No, I no longer own the vehicle | 681 | 10% |
| Total | 6988 | 100% |
| <unanswered> | 128956 | 95% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | <u>#</u> | <u>% Total</u> | <u>% No</u> |
|---|----------|----------------|-------------|
| * Could not be without my vehicle | 141 | 2.1% | 2.3% |
| * Dealer didn't have parts available | 389 | 5.9% | 6.5% |
| * Dealer Out of Business | 0 | 0.0% | 0.0% |
| Dealer says too large of a backlog to schedule appointment at this tir | 0 | 0.0% | 0.0% |
| * Dealer service hours were inconvenient | 129 | 2.0% | 2.1% |
| * Dealer unaware of recall, too busy, not supportive | 185 | 2.8% | 3.1% |
| * Dealer was too far away | 51 | 0.8% | 0.8% |
| * Did not consider the issue important enough/wasn't priority | 1788 | 27.2% | 29.8% |
| * Did not have access to my vehicle | 37 | 0.6% | 0.6% |
| * Didn't think recall applied to their vehicle | 35 | 0.5% | 0.6% |
| * Forgot about the recall | 113 | 1.7% | 1.9% |
| * Have appointment | 145 | 2.2% | 2.4% |
| * Haven't had problem with vehicle | 21 | 0.3% | 0.3% |
| * Health issues | 131 | 2.0% | 2.2% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 20 | 0.3% | 0.3% |
| * I spoke with the Dealer and they indicated the repair was not | 19 | 0.3% | 0.3% |
| * Just Received the Recall Notice | 1903 | 29.0% | 31.7% |
| * Lost Recall Notice | 29 | 0.4% | 0.5% |
| * Notice said parts aren't available until July | 1 | 0.0% | 0.0% |
| * Plans to Trade/Sell Vehicle | 6 | 0.1% | 0.1% |
| * Someone Else Takes Care of Vehicle | 175 | 2.7% | 2.9% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 154 | 2.3% | 2.6% |
| * Unable to Read/Didn't Know What to do | 51 | 0.8% | 0.8% |
| * Vehicle not operable | 20 | 0.3% | 0.3% |
| * Was not aware of recall | 707 | 10.8% | 11.8% |
| * Wasn't sure if vehicle recall service performed | 69 | 1.1% | 1.1% |
| * Other | 244 | 4% | 4.1% |
| Total | 6563 | 100% | 109% |
| <unanswered> | | | |

No Repair Reason - Dealer Backlog

| | | |
|-----------|---|---------|
| 1-2 Weeks | 0 | #DIV/0! |
| 2-3 Weeks | 0 | #DIV/0! |

| | | |
|--------------|----------|----------------|
| 3-6 Weeks | 0 | #DIV/0! |
| 6+ Weeks | 0 | #DIV/0! |
| Total | 0 | #DIV/0! |
| <unanswered> | 0 | 0% |

| | | | |
|---|------------|----------------|----------------|
| How long ago was the vehicle repaired? | # | % Total | % Cmltv |
| 1 Week or less (05/19/2015) | 1 | 0% | 0% |
| 1 - 2 Weeks ago (05/12/2015) | 0 | 0% | 0% |
| 2 - 3 Weeks ago (05/05/2015) | 0 | 0% | 0% |
| 3 Weeks or longer | 247 | 100% | 100% |
| Total | 248 | 100% | |
| <unanswered> | 50 | 17% | |

| | | | |
|--|-------------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 2033 | 34% | 34% |
| 2 Weeks | 2978 | 50% | 84% |
| 4 Weeks | 82 | 1% | 86% |
| Sub-Total | 5093 | | |
| Sometime in the future | 802 | 14% | 99% |
| Never | 42 | 1% | 100% |
| Total | 5937 | 100% | |
| <unanswered> | 72 | 1% | |

| | | | |
|-------------------------------------|-------------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 4166 | 72% | 82% |
| No | 1634 | 28% | |
| Total | 5800 | 100% | |
| <unanswered> | 209 | 3% | |

| | | |
|-------------------------------------|----------|----------------|
| Warm transfer dealer backlog | # | % Total |
| 1-2 Weeks | 0 | 0 |
| 2-3 Weeks | 0 | 0 |
| 3-6 Weeks | 0 | 0 |
| 6+ Weeks | 0 | 0 |
| Total | 0 | 0% |
| <unanswered> | 4166 | 100% |

Filtered Surveys: 500

Report Run Date: 5/26/2015

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|--------|---------|
| Yes | 6433 | 92% |
| No | 564 | 8% |
| Total | 6997 | 100% |
| <unanswered> | 128947 | 95% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|-----|---------|
| Yes | 421 | 79% |
| No | 115 | 21% |
| Total | 536 | 100% |
| <unanswered> | 28 | 5% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|--------|---------|
| Yes | 298 | 4% |
| No | 426 | 86% |
| No, I no longer own the vehicle | 22 | 10% |
| Total | 6988 | 100% |
| <unanswered> | 128956 | 95% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Could not be without my vehicle | 141 | 2.1% | 2.3% |
| * Dealer didn't have parts available | 389 | 5.9% | 6.5% |
| * Dealer Out of Business | 0 | 0.0% | 0.0% |
| Dealer says too large of a backlog to schedule appointment at this tir | 0 | 0.0% | 0.0% |
| * Dealer service hours were inconvenient | 129 | 2.0% | 2.1% |
| * Dealer unaware of recall, too busy, not supportive | 4 | 2.8% | 3.1% |
| * Dealer was too far away | 3 | 0.8% | 0.8% |
| * Did not consider the issue important enough/wasn't priority | 117 | 27.2% | 29.8% |
| * Did not have access to my vehicle | 2 | 0.6% | 0.6% |
| * Didn't think recall applied to their vehicle | 4 | 0.5% | 0.6% |
| * Forgot about the recall | 113 | 1.7% | 1.9% |
| * Have appointment | 24 | 2.2% | 2.4% |
| * Haven't had problem with vehicle | 1 | 0.3% | 0.3% |
| * Health issues | 5 | 2.0% | 2.2% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 20 | 0.3% | 0.3% |
| * I spoke with the Dealer and they indicated the repair was not | 1 | 0.3% | 0.3% |
| * Just Received the Recall Notice | 106 | 29.0% | 31.7% |
| * Lost Recall Notice | 3 | 0.4% | 0.5% |
| * Notice said parts aren't available until July | 1 | 0.0% | 0.0% |
| * Plans to Trade/Sell Vehicle | 0 | 0.1% | 0.1% |
| * Someone Else Takes Care of Vehicle | 19 | 2.7% | 2.9% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 7 | 2.3% | 2.6% |
| * Unable to Read/Didn't Know What to do | 1 | 0.8% | 0.8% |
| * Vehicle not operable | 20 | 0.3% | 0.3% |
| * Was not aware of recall | 71 | 10.8% | 16.7% |
| * Wasn't sure if vehicle recall service performed | 69 | 1.1% | 1.1% |
| * Other | 35 | 4% | 4.1% |
| Total | 6563 | 100% | 109% |
| <unanswered> | | | |

No Repair Reason - Dealer Backlog

| | | |
|-----------|---|---------|
| 1-2 Weeks | 0 | #DIV/0! |
| 2-3 Weeks | 0 | #DIV/0! |

| | | |
|--------------|----------|----------------|
| 3-6 Weeks | 0 | #DIV/0! |
| 6+ Weeks | 0 | #DIV/0! |
| Total | 0 | #DIV/0! |
| <unanswered> | 0 | 0% |

| | | | |
|---|-----------|----------------|----------------|
| How long ago was the vehicle repaired? | # | % Total | % Cmltv |
| 1 Week or less (05/19/2015) | 0 | 0% | 0% |
| 1 - 2 Weeks ago (05/12/2015) | 0 | 0% | 0% |
| 2 - 3 Weeks ago (05/05/2015) | 0 | 0% | 0% |
| 3 Weeks or longer | 40 | 100% | 100% |
| Total | 40 | 100% | |
| <unanswered> | 50 | 17% | |

| | | | |
|--|-------------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 2033 | 34% | 34% |
| 2 Weeks | 2978 | 50% | 84% |
| 4 Weeks | 82 | 1% | 86% |
| Sub-Total | 5093 | | |
| Sometime in the future | 802 | 14% | 99% |
| Never | 42 | 1% | 100% |
| Total | 5937 | 100% | |
| <unanswered> | 72 | 1% | |

| | | | |
|-------------------------------------|-------------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 4166 | 72% | 82% |
| No | 1634 | 28% | |
| Total | 5800 | 100% | |
| <unanswered> | 209 | 3% | |

| | | |
|-------------------------------------|----------|----------------|
| Warm transfer dealer backlog | # | % Total |
| 1-2 Weeks | 0 | 0 |
| 2-3 Weeks | 0 | 0 |
| 3-6 Weeks | 0 | 0 |
| 6+ Weeks | 0 | 0 |
| Total | 0 | 0% |
| <unanswered> | 4166 | 100% |

Surveys Taken: 5747

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|------|---------|
| Yes | 4317 | 75% |
| No | 1408 | 25% |
| Total | 5725 | 100% |
| <unanswered> | 22 | 0% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 1265 | 91% |
| No | 128 | 9% |
| Total | 1393 | 100% |
| <unanswered> | 15 | 1% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|------|---------|
| Yes | 530 | 9% |
| No | 4985 | 87% |
| No, I no longer own the vehicle | 202 | 4% |
| Total | 5717 | 100% |
| <unanswered> | 30 | 1% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Did not consider the issue important enough/wasn't priority | 1842 | 37.0% | 37.0% |
| * Was not aware of recall | 1321 | 26.5% | 26.5% |
| * Have appointment | 223 | 4.5% | 4.5% |
| * Health issues | 175 | 3.5% | 3.5% |
| * Someone Else Takes Care of Vehicle | 114 | 2.3% | 2.3% |
| * Could not be without my vehicle | 64 | 1.3% | 1.3% |
| * Just Received the Recall Notice | 41 | 0.8% | 0.8% |
| * Dealer service hours were inconvenient | 47 | 0.9% | 0.9% |
| * Dealer didn't have parts available | 137 | 2.8% | 2.7% |
| * Wasn't sure if vehicle recall service performed | 46 | 0.9% | 0.9% |
| * Dealer was too far away | 149 | 3.0% | 3.0% |
| * Forgot about the recall | 92 | 1.8% | 1.8% |
| * Did not have access to my vehicle | 65 | 1.3% | 1.3% |
| * Plans to Trade/Sell Vehicle | 23 | 0.5% | 0.5% |
| * Haven't had problem with vehicle | 74 | 1.5% | 1.5% |
| * Dealer unaware of recall, too busy, not supportive | 86 | 1.7% | 1.7% |
| * Lost Recall Notice | 24 | 0.5% | 0.5% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 39 | 0.8% | 0.8% |
| * Vehicle not operable | 6 | 0.1% | 0.1% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 72 | 1.4% | 1.4% |
| * I spoke with the Dealer and they indicated the repair was not | 46 | 0.9% | 0.9% |
| * Didn't think recall applied to their vehicle | 35 | 0.7% | 0.7% |
| * Unable to Read/Didn't Know What to do | 11 | 0.2% | 0.2% |
| * Dealer Out of Business | 1 | 0.0% | 0.0% |
| * Notice said parts aren't available until July | 86 | 1.7% | 1.7% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 159 | 3% | 3.2% |
| Total | 4978 | 100% | 100% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|---|---------|---------|
| 1 Week or less (01/01/2013) | 0 | 0% | 0% |
| 1 - 2 Weeks ago (12/25/2012) | 0 | 0% | 0% |

| | | | | |
|-------------------|--------------|-----|------|------|
| 2 - 3 Weeks ago | (12/18/2012) | 0 | 0% | 0% |
| 3 Weeks or longer | | 518 | 100% | 100% |
| Total | | 518 | 100% | |
| <unanswered> | | 12 | 2% | |

| | | | |
|--|----------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 885 | 19% | 19% |
| 2 Weeks | 2453 | 51% | 70% |
| 4 Weeks | 447 | 9% | 79% |
| Sub-Total | 3785 | | |
| Sometime in the future | 872 | 18% | 98% |
| Never | 110 | 2% | 100% |
| Total | 4767 | 100% | |
| <unanswered> | 218 | 4% | |

| | | | |
|-------------------------------------|----------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 978 | 22% | 26% |
| No | 3372 | 78% | |
| Total | 4350 | 100% | |
| <unanswered> | 635 | 13% | |

Surveys Taken: 11168

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|-------|---------|
| Yes | 7014 | 63% |
| No | 4083 | 37% |
| Total | 11097 | 100% |
| <unanswered> | 71 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 3917 | 93% |
| No | 297 | 7% |
| Total | 4214 | 100% |
| <unanswered> | -131 | -3% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|-------|---------|
| Yes | 171 | 2% |
| No | 10854 | 98% |
| No, I no longer own the vehicle | 100 | 1% |
| Total | 11125 | 100% |
| <unanswered> | 43 | 0% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|-------|---------|-------|
| * Did not consider the issue important enough/wasn't priority | 4510 | 39.0% | 41.6% |
| * Was not aware of recall | 4234 | 36.6% | 39.0% |
| * Have appointment | 330 | 2.9% | 3.0% |
| * Health issues | 306 | 2.6% | 2.8% |
| * Someone Else Takes Care of Vehicle | 474 | 4.1% | 4.4% |
| * Could not be without my vehicle | 103 | 0.9% | 0.9% |
| * Just Received the Recall Notice | 138 | 1.2% | 1.3% |
| * Dealer service hours were inconvenient | 65 | 0.6% | 0.6% |
| * Dealer didn't have parts available | 214 | 1.9% | 2.0% |
| * Wasn't sure if vehicle recall service performed | 165 | 1.4% | 1.5% |
| * Dealer was too far away | 130 | 1.1% | 1.2% |
| * Forgot about the recall | 69 | 0.6% | 0.6% |
| * Did not have access to my vehicle | 69 | 0.6% | 0.6% |
| * Plans to Trade/Sell Vehicle | 27 | 0.2% | 0.2% |
| * Haven't had problem with vehicle | 14 | 0.1% | 0.1% |
| * Dealer unaware of recall, too busy, not supportive | 20 | 0.2% | 0.2% |
| * Lost Recall Notice | 14 | 0.1% | 0.1% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 7 | 0.1% | 0.1% |
| * Vehicle not operable | 21 | 0.2% | 0.2% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 68 | 0.6% | 0.6% |
| * I spoke with the Dealer and they indicated the repair was not | 12 | 0.1% | 0.1% |
| * Didn't think recall applied to their vehicle | 18 | 0.2% | 0.2% |
| * Unable to Read/Didn't Know What to do | 15 | 0.1% | 0.1% |
| * Dealer Out of Business | 4 | 0.0% | 0.0% |
| * Notice said parts aren't available until July | 0 | 0.0% | 0.0% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 540 | 5% | 5.0% |
| Total | 11567 | 100% | 107% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|---|---------|---------|
| 1 Week or less (07/26/2013) | 0 | 0% | 0% |
| 1 - 2 Weeks ago (07/19/2013) | 0 | 0% | 0% |

| | | | | |
|-------------------|--------------|-----|------|------|
| 2 - 3 Weeks ago | (07/12/2013) | 0 | 0% | 0% |
| 3 Weeks or longer | | 157 | 100% | 100% |
| Total | | 157 | 100% | |
| <unanswered> | | 14 | 8% | |

| | | | |
|--|----------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 935 | 9% | 9% |
| 2 Weeks | 4970 | 48% | 57% |
| 4 Weeks | 2761 | 27% | 84% |
| Sub-Total | 8666 | | |
| Sometime in the future | 1553 | 15% | 99% |
| Never | 61 | 1% | 100% |
| Total | 10280 | 100% | |
| <unanswered> | 574 | 5% | |

| | | | |
|-------------------------------------|----------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 1744 | 17% | 20% |
| No | 8337 | 83% | |
| Total | 10081 | 100% | |
| <unanswered> | 773 | 7% | |

Surveys Taken: 7682

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|------|---------|
| Yes | 4262 | 56% |
| No | 3355 | 44% |
| Total | 7617 | 100% |
| <unanswered> | 65 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 3023 | 92% |
| No | 265 | 8% |
| Total | 3288 | 100% |
| <unanswered> | 67 | 2% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|------|---------|
| Yes | 187 | 2% |
| No | 7323 | 97% |
| No, I no longer own the vehicle | 64 | 1% |
| Total | 7574 | 100% |
| <unanswered> | 108 | 1% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Did not consider the issue important enough/wasn't priority | 2076 | 24.7% | 28.3% |
| * Was not aware of recall | 3123 | 37.1% | 42.6% |
| * Have appointment | 143 | 1.7% | 2.0% |
| * Health issues | 225 | 2.7% | 3.1% |
| * Someone Else Takes Care of Vehicle | 745 | 8.8% | 10.2% |
| * Could not be without my vehicle | 97 | 1.2% | 1.3% |
| * Just Received the Recall Notice | 267 | 3.2% | 3.6% |
| * Dealer service hours were inconvenient | 40 | 0.5% | 0.5% |
| * Dealer didn't have parts available | 185 | 2.2% | 2.5% |
| * Wasn't sure if vehicle recall service performed | 48 | 0.6% | 0.7% |
| * Dealer was too far away | 75 | 0.9% | 1.0% |
| * Forgot about the recall | 102 | 1.2% | 1.4% |
| * Did not have access to my vehicle | 87 | 1.0% | 1.2% |
| * Plans to Trade/Sell Vehicle | 13 | 0.2% | 0.2% |
| * Haven't had problem with vehicle | 19 | 0.2% | 0.3% |
| * Dealer unaware of recall, too busy, not supportive | 35 | 0.4% | 0.5% |
| * Lost Recall Notice | 42 | 0.5% | 0.6% |
| * I had the vehicle inspected and the Dealer indicated the repair was not | 18 | 0.2% | 0.2% |
| * Vehicle not operable | 81 | 1.0% | 1.1% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did not | 52 | 0.6% | 0.7% |
| * I spoke with the Dealer and they indicated the repair was not necessary | 23 | 0.3% | 0.3% |
| * Didn't think recall applied to their vehicle | 52 | 0.6% | 0.7% |
| * Unable to Read/Didn't Know What to do | 17 | 0.2% | 0.2% |
| * Dealer Out of Business | 7 | 0.1% | 0.1% |
| * Notice said parts aren't available until July | 1 | 0.0% | 0.0% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 846 | 10% | 11.6% |
| Total | 8419 | 100% | 115% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|----|---------|---------|
| 1 Week or less (05/17/2012) | 97 | 70% | 70% |
| 1 - 2 Weeks ago (05/10/2012) | 5 | 4% | 73% |
| 2 - 3 Weeks ago (05/03/2012) | 0 | 0% | 73% |
| 3 Weeks or longer | 37 | 27% | 100% |

| | | |
|--------------|-----|------|
| Total | 139 | 100% |
| <unanswered> | 48 | 26% |

| | | | |
|--|----------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 381 | 5% | 5% |
| 2 Weeks | 4630 | 66% | 72% |
| 4 Weeks | 999 | 14% | 86% |
| Sub-Total | 6010 | | |
| Sometime in the future | 876 | 13% | 99% |
| Never | 89 | 1% | 100% |
| Total | 6975 | 100% | |
| <unanswered> | 348 | 5% | |

| | | | |
|-------------------------------------|----------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 1627 | 24% | 27% |
| No | 5126 | 76% | |
| Total | 6753 | 100% | |
| <unanswered> | 570 | 8% | |

Surveys Taken: 1496

Report Run Date: 4/8/2014

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|-------------|----------------|
| Yes | 1025 | 69% |
| No | 457 | 31% |
| Total | 1482 | 100% |
| <unanswered> | 14 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------------|----------------|
| Yes | 414 | 93% |
| No | 33 | 7% |
| Total | 447 | 100% |
| <unanswered> | 10 | 2% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|-------------|----------------|
| Yes | 35 | 2% |
| No | 1434 | 97% |
| No, I no longer own the vehicle | 8 | 1% |
| Total | 1477 | 100% |
| <unanswered> | 19 | 1% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|-------------|----------------|-------------|
| * Did not consider the issue important enough/wasn't priority | 612 | 39.3% | 42.7% |
| * Was not aware of recall | 395 | 25.3% | 27.5% |
| * Have appointment | 23 | 1.5% | 1.6% |
| * Health issues | 29 | 1.9% | 2.0% |
| * Someone Else Takes Care of Vehicle | 105 | 6.7% | 7.3% |
| * Could not be without my vehicle | 13 | 0.8% | 0.9% |
| * Just Received the Recall Notice | 25 | 1.6% | 1.7% |
| * Dealer service hours were inconvenient | 16 | 1.0% | 1.1% |
| * Dealer didn't have parts available | 26 | 1.7% | 1.8% |
| * Wasn't sure if vehicle recall service performed | 14 | 0.9% | 1.0% |
| * Dealer was too far away | 33 | 2.1% | 2.3% |
| * Forgot about the recall | 8 | 0.5% | 0.6% |
| * Did not have access to my vehicle | 36 | 2.3% | 2.5% |
| * Plans to Trade/Sell Vehicle | 8 | 0.5% | 0.6% |
| * Haven't had problem with vehicle | 15 | 1.0% | 1.0% |
| * Dealer unaware of recall, too busy, not supportive | 10 | 0.6% | 0.7% |
| * Lost Recall Notice | 5 | 0.3% | 0.3% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 5 | 0.3% | 0.3% |
| * Vehicle not operable | 1 | 0.1% | 0.1% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 13 | 0.8% | 0.9% |
| * I spoke with the Dealer and they indicated the repair was not | 4 | 0.3% | 0.3% |
| * Didn't think recall applied to their vehicle | 17 | 1.1% | 1.2% |
| * Unable to Read/Didn't Know What to do | 4 | 0.3% | 0.3% |
| * Dealer Out of Business | 1 | 0.1% | 0.1% |
| * Notice said parts aren't available until July | 2 | 0.1% | 0.1% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 139 | 9% | 9.7% |
| Total | 1559 | 100% | 109% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|----------|----------------|----------------|
| 1 Week or less (05/17/2012) | 26 | 96% | 96% |
| 1 - 2 Weeks ago (05/10/2012) | 0 | 0% | 96% |

| | | | | |
|-------------------|--------------|----|------|------|
| 2 - 3 Weeks ago | (05/03/2012) | 0 | 0% | 96% |
| 3 Weeks or longer | | 1 | 4% | 100% |
| Total | | 27 | 100% | |
| <unanswered> | | 8 | 23% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|---|------|---------|---------|
| 1 Week | 47 | 3% | 3% |
| 2 Weeks | 876 | 64% | 67% |
| 4 Weeks | 123 | 9% | 76% |
| Sub-Total | 1046 | | |
| Sometime in the future | 231 | 17% | 93% |
| Never | 92 | 7% | 100% |
| Total | 1369 | 100% | |
| <unanswered> | 65 | 5% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|------------------------------|------|---------|------------|
| Yes | 225 | 18% | 22% |
| No | 1019 | 82% | |
| Total | 1244 | 100% | |
| <unanswered> | 190 | 13% | |

Surveys Taken:

5332

Report Run Date:

4/8/2014

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|------|---------|
| Yes | 3518 | 69% |
| No | 1787 | 31% |
| Total | 5305 | 100% |
| <unanswered> | 14 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 1563 | 93% |
| No | 215 | 7% |
| Total | 447 | 100% |
| <unanswered> | 10 | 2% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|------|---------|
| Yes | 293 | 2% |
| No | 4882 | 97% |
| No, I no longer own the vehicle | 103 | 1% |
| Total | 1477 | 100% |
| <unanswered> | 19 | 1% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Did not consider the issue important enough/wasn't priority | 1567 | 39.3% | 32.1% |
| * Was not aware of recall | 1989 | 25.3% | 40.7% |
| * Have appointment | 267 | 1.5% | 5.5% |
| * Health issues | 149 | 1.9% | 3.1% |
| * Someone Else Takes Care of Vehicle | 362 | 6.7% | 7.4% |
| * Could not be without my vehicle | 56 | 0.8% | 1.1% |
| * Just Received the Recall Notice | 317 | 1.6% | 6.5% |
| * Dealer service hours were inconvenient | 47 | 1.0% | 1.0% |
| * Dealer didn't have parts available | 30 | 1.7% | 0.6% |
| * Wasn't sure if vehicle recall service performed | 8 | 0.9% | 0.2% |
| * Dealer was too far away | 41 | 2.1% | 0.8% |
| * Forgot about the recall | 149 | 0.5% | 3.1% |
| * Did not have access to my vehicle | 15 | 2.3% | 0.3% |
| * Plans to Trade/Sell Vehicle | 7 | 0.5% | 0.1% |
| * Haven't had problem with vehicle | 1 | 1.0% | 0.0% |
| * Dealer unaware of recall, too busy, not supportive | 32 | 0.6% | 0.7% |
| * Lost Recall Notice | 20 | 0.3% | 0.4% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 0 | 0.3% | 0.0% |
| * Vehicle not operable | 10 | 0.1% | 0.2% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 21 | 0.8% | 0.4% |
| * I spoke with the Dealer and they indicated the repair was not | 5 | 0.3% | 0.1% |
| * Didn't think recall applied to their vehicle | 8 | 1.1% | 0.2% |
| * Unable to Read/Didn't Know What to do | 1 | 0.3% | 0.0% |
| * Dealer Out of Business | 1 | 0.1% | 0.0% |
| * Notice said parts aren't available until July | 2 | 0.1% | 0.0% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 430 | 9% | 8.8% |
| Total | 5535 | 100% | 113% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|-----|---------|---------|
| 1 Week or less (05/17/2012) | 264 | 100% | 100% |
| 1 - 2 Weeks ago (05/10/2012) | 0 | 0% | 100% |

| | | | | |
|-------------------|--------------|-----|------|------|
| 2 - 3 Weeks ago | (05/03/2012) | 0 | 0% | 100% |
| 3 Weeks or longer | | 0 | 0% | 100% |
| Total | | 264 | 100% | |
| <unanswered> | | 29 | 10% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|---|------|---------|---------|
| 1 Week | 274 | 3% | 3% |
| 2 Weeks | 2915 | 64% | 67% |
| 4 Weeks | 348 | 9% | 76% |
| Sub-Total | 1046 | | |
| Sometime in the future | 1209 | 17% | 93% |
| Never | 39 | 7% | 100% |
| Total | 1369 | 100% | |
| <unanswered> | 65 | 5% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|------------------------------|------|---------|------------|
| Yes | 1623 | 18% | 22% |
| No | 3039 | 82% | |
| Total | 1244 | 100% | |
| <unanswered> | 190 | 13% | |

Surveys Taken:

3807

Report Run Date:

4/8/2014

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|------|---------|
| Yes | 3518 | 69% |
| No | 1787 | 31% |
| Total | 5305 | 100% |
| <unanswered> | 14 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 1563 | 93% |
| No | 215 | 7% |
| Total | 447 | 100% |
| <unanswered> | 10 | 2% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|------|---------|
| Yes | 293 | 2% |
| No | 3436 | 97% |
| No, I no longer own the vehicle | 93 | 1% |
| Total | 1477 | 100% |
| <unanswered> | 19 | 1% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Did not consider the issue important enough/wasn't priority | 672 | 39.3% | 19.6% |
| * Was not aware of recall | 1230 | 25.3% | 35.8% |
| * Have appointment | 120 | 1.5% | 3.5% |
| * Health issues | 57 | 1.9% | 1.7% |
| * Someone Else Takes Care of Vehicle | 202 | 6.7% | 5.9% |
| * Could not be without my vehicle | 21 | 0.8% | 1.1% |
| * Just Received the Recall Notice | 70 | 1.6% | 2.0% |
| * Dealer service hours were inconvenient | 18 | 1.0% | 1.0% |
| * Dealer didn't have parts available | 794 | 1.7% | 0.6% |
| * Wasn't sure if vehicle recall service performed | 42 | 0.9% | 0.2% |
| * Dealer was too far away | 21 | 2.1% | 0.6% |
| * Forgot about the recall | 73 | 0.5% | 3.1% |
| * Did not have access to my vehicle | 3 | 2.3% | 0.1% |
| * Plans to Trade/Sell Vehicle | 8 | 0.5% | 0.2% |
| * Haven't had problem with vehicle | 4 | 1.0% | 0.1% |
| * Dealer unaware of recall, too busy, not supportive | 87 | 0.6% | 2.5% |
| * Lost Recall Notice | 15 | 0.3% | 0.4% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 26 | 0.3% | 0.0% |
| * Vehicle not operable | 5 | 0.1% | 0.2% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 73 | 0.8% | 2.1% |
| * I spoke with the Dealer and they indicated the repair was not | 17 | 0.3% | 0.5% |
| * Didn't think recall applied to their vehicle | 8 | 1.1% | 0.2% |
| * Unable to Read/Didn't Know What to do | 1 | 0.3% | 0.0% |
| * Dealer Out of Business | 0 | 0.1% | 0.0% |
| * Notice said parts aren't available until July | 7 | 0.1% | 0.2% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 394 | 9% | 11.5% |
| Total | 5535 | 100% | 113% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|---|---------|---------|
| 1 Week or less (04/01/2014) | 1 | 0% | 0% |
| 1 - 2 Weeks ago (03/25/2014) | 0 | 0% | 0% |

| | | | | |
|-------------------|--------------|-----|------|------|
| 2 - 3 Weeks ago | (03/18/2014) | 0 | 0% | 0% |
| 3 Weeks or longer | | 207 | 100% | 100% |
| Total | | 208 | 100% | |
| <unanswered> | | 29 | 10% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|---|------|---------|---------|
| 1 Week | 274 | 3% | 3% |
| 2 Weeks | 2915 | 64% | 67% |
| 4 Weeks | 348 | 9% | 76% |
| Sub-Total | 1046 | | |
| Sometime in the future | 1209 | 17% | 93% |
| Never | 39 | 7% | 100% |
| Total | 1369 | 100% | |
| <unanswered> | 65 | 5% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|------------------------------|------|---------|------------|
| Yes | 1623 | 18% | 22% |
| No | 3039 | 82% | |
| Total | 1244 | 100% | |
| <unanswered> | 190 | 13% | |

Surveys Taken:

6061

Report Run Date:

4/8/2014

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|------|---------|
| Yes | 4380 | 73% |
| No | 1637 | 27% |
| Total | 6017 | 100% |
| <unanswered> | 44 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------|---------|
| Yes | 1480 | 93% |
| No | 112 | 7% |
| Total | 1592 | 100% |
| <unanswered> | 45 | 3% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|------|---------|
| Yes | 258 | 4% |
| No | 5521 | 92% |
| No, I no longer own the vehicle | 199 | 3% |
| Total | 5978 | 100% |
| <unanswered> | 83 | 1% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|------|---------|-------|
| * Did not consider the issue important enough/wasn't priority | 1745 | 28.2% | 31.6% |
| * Was not aware of recall | 1888 | 30.5% | 34.2% |
| * Have appointment | 306 | 4.9% | 5.5% |
| * Health issues | 153 | 2.5% | 2.8% |
| * Someone Else Takes Care of Vehicle | 382 | 6.2% | 6.9% |
| * Could not be without my vehicle | 59 | 1.0% | 1.1% |
| * Just Received the Recall Notice | 535 | 8.6% | 9.7% |
| * Dealer service hours were inconvenient | 34 | 0.5% | 0.6% |
| * Dealer didn't have parts available | 56 | 0.9% | 1.0% |
| * Wasn't sure if vehicle recall service performed | 16 | 0.3% | 0.3% |
| * Dealer was too far away | 71 | 1.1% | 1.3% |
| * Forgot about the recall | 155 | 2.5% | 2.8% |
| * Did not have access to my vehicle | 43 | 0.7% | 0.8% |
| * Plans to Trade/Sell Vehicle | 10 | 0.2% | 0.2% |
| * Haven't had problem with vehicle | 22 | 0.4% | 0.4% |
| * Dealer unaware of recall, too busy, not supportive | 61 | 1.0% | 1.1% |
| * Lost Recall Notice | 30 | 0.5% | 0.5% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 10 | 0.2% | 0.2% |
| * Vehicle not operable | 30 | 0.5% | 0.5% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 24 | 0.4% | 0.4% |
| * I spoke with the Dealer and they indicated the repair was not | 9 | 0.1% | 0.2% |
| * Didn't think recall applied to their vehicle | 13 | 0.2% | 0.2% |
| * Unable to Read/Didn't Know What to do | 16 | 0.3% | 0.3% |
| * Dealer Out of Business | 3 | 0.0% | 0.1% |
| * Notice said parts aren't available until July | 8 | 0.1% | 0.1% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 506 | 8% | 9.2% |
| Total | 6185 | 100% | 112% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmltv |
|------------------------------|----|---------|---------|
| 1 Week or less (04/01/2014) | 47 | 20% | 20% |
| 1 - 2 Weeks ago (03/25/2014) | 22 | 9% | 29% |

| | | | | |
|-------------------|--------------|-----|------|------|
| 2 - 3 Weeks ago | (03/18/2014) | 13 | 5% | 35% |
| 3 Weeks or longer | | 155 | 65% | 100% |
| Total | | 237 | 100% | |
| <unanswered> | | 21 | 8% | |

| | | | |
|--|----------|----------------|----------------|
| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
| 1 Week | 265 | 5% | 5% |
| 2 Weeks | 3465 | 64% | 69% |
| 4 Weeks | 413 | 8% | 77% |
| Sub-Total | 4143 | | |
| Sometime in the future | 1215 | 22% | 99% |
| Never | 53 | 1% | 100% |
| Total | 5411 | 100% | |
| <unanswered> | 110 | 2% | |

| | | | |
|-------------------------------------|----------|----------------|-------------------|
| Warm transfer to dealership? | # | % Total | % 1-4 Week |
| Yes | 1752 | 33% | 42% |
| No | 3482 | 67% | |
| Total | 5234 | 100% | |
| <unanswered> | 287 | 5% | |

Surveys Taken: 1391

Report Run Date: 9/10/2014

Q1 Recently, we sent you a notification concerning the <safety recall/satisfaction recall>. Did you receive this notice?

| | # | % Total |
|--------------|-------------|----------------|
| Yes | 866 | 63% |
| No | 510 | 37% |
| Total | 1376 | 100% |
| <unanswered> | 15 | 1% |

<Verify Owner address is correct>

| | # | % Total |
|--------------|------------|----------------|
| Yes | 457 | 92% |
| No | 39 | 8% |
| Total | 496 | 100% |
| <unanswered> | 14 | 3% |

Q2 Did you have the recall service repair completed?

| | # | % Total |
|---------------------------------|-------------|----------------|
| Yes | 71 | 5% |
| No | 1271 | 93% |
| No, I no longer own the vehicle | 26 | 2% |
| Total | 1368 | 100% |
| <unanswered> | 23 | 2% |

If I may ask, which of the following reasons best describes why you have not had the recall service

| | # | % Total | % No |
|---|-------------|----------------|-------------|
| * Did not consider the issue important enough/wasn't priority | 365 | 24.7% | 28.7% |
| * Was not aware of recall | 530 | 35.9% | 41.7% |
| * Have appointment | 46 | 3.1% | 3.6% |
| * Health issues | 26 | 1.8% | 2.0% |
| * Someone Else Takes Care of Vehicle | 109 | 7.4% | 8.6% |
| * Could not be without my vehicle | 10 | 0.7% | 0.8% |
| * Just Received the Recall Notice | 17 | 1.2% | 1.3% |
| * Dealer service hours were inconvenient | 23 | 1.6% | 1.8% |
| * Dealer didn't have parts available | 85 | 5.8% | 6.7% |
| * Wasn't sure if vehicle recall service performed | 13 | 0.9% | 1.0% |
| * Dealer was too far away | 13 | 0.9% | 1.0% |
| * Forgot about the recall | 18 | 1.2% | 1.4% |
| * Did not have access to my vehicle | 8 | 0.5% | 0.6% |
| * Plans to Trade/Sell Vehicle | 0 | 0.0% | 0.0% |
| * Haven't had problem with vehicle | 1 | 0.1% | 0.1% |
| * Dealer unaware of recall, too busy, not supportive | 9 | 0.6% | 0.7% |
| * Lost Recall Notice | 2 | 0.1% | 0.2% |
| * I had the vehicle inspected and the Dealer indicated the repair was | 0 | 0.0% | 0.0% |
| * Vehicle not operable | 9 | 0.6% | 0.7% |
| * Tried to contact dealer (e.g., website, called dealer, etc), dealer did | 11 | 0.7% | 0.9% |
| * I spoke with the Dealer and they indicated the repair was not | 0 | 0.0% | 0.0% |
| * Didn't think recall applied to their vehicle | 7 | 0.5% | 0.6% |
| * Unable to Read/Didn't Know What to do | 1 | 0.1% | 0.1% |
| * Dealer Out of Business | 0 | 0.0% | 0.0% |
| * Notice said parts aren't available until July | 2 | 0.1% | 0.2% |
| * No longer own vehicle | 0 | 0.0% | 0.0% |
| * Other | 172 | 12% | 13.5% |
| Total | 1477 | 100% | 116% |
| <unanswered> | | | |

How long ago was the vehicle repaired?

| | # | % Total | % Cmtv |
|------------------------------|----------|----------------|---------------|
| 1 Week or less (05/17/2012) | 55 | 100% | 100% |
| 1 - 2 Weeks ago (05/10/2012) | 0 | 0% | 100% |

| | | | | |
|-------------------|--------------|----|------|------|
| 2 - 3 Weeks ago | (05/03/2012) | 0 | 0% | 100% |
| 3 Weeks or longer | | 0 | 0% | 100% |
| Total | | 55 | 100% | |
| <unanswered> | | 16 | 23% | |

| When will you be able to have the recall service performed? | # | % Total | % Cmltv |
|---|------|---------|---------|
| 1 Week | 56 | 4% | 4% |
| 2 Weeks | 677 | 54% | 58% |
| 4 Weeks | 114 | 9% | 68% |
| Sub-Total | 847 | | |
| Sometime in the future | 398 | 32% | 99% |
| Never | 8 | 1% | 100% |
| Total | 1253 | 100% | |
| <unanswered> | 18 | 1% | |

| Warm transfer to dealership? | # | % Total | % 1-4 Week |
|------------------------------|------|---------|------------|
| Yes | 279 | 23% | 33% |
| No | 955 | 77% | |
| Total | 1234 | 100% | |
| <unanswered> | 37 | 3% | |

A document titled
Organizational Chart of FCA US Employees.pdf
was SUBMITTED TO THE NHTSA OFFICE OF CHIEF
COUNSEL WITH A REQUEST FOR CONFIDENTIAL



AUTO ALLIANCE
DRIVING INNOVATION®

GlobalAutomakers 

May 29, 2015

The Honorable Mark Rosekind, Ph.D.
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

RE: Retooling Recalls
NHTSA Docket 2015-0038

Dear Administrator Rosekind:

The Alliance of Automobile Manufacturers, Inc.¹ ("Alliance") and the Association of Global Automakers, Inc.² ("Global Automakers") are pleased to have this opportunity to provide comments to the docket you have established to collect suggestions and information about how we can collectively improve the participation rates on safety-related recalls. Your call for public comments arises from the public workshop sponsored by NHTSA on April 28, 2015 that brought together auto makers, auto dealers, safety advocates, researchers and others to discuss how to improve recall participation rates.

At the outset, the Alliance and Global Automakers wish to commend you for convening this workshop and for bringing a spotlight onto the problem of recall participation rates, particularly for older model vehicles. As you know, the national average recall participation rate is about 75%, where it has been for the last several decades. However, the rate varies considerably with the age of the vehicle at the time of the recall. For relatively new vehicles, the participation rate averages 83%, while that rate falls almost in half to 44% for vehicles 5-10 years old. The participation rate drops again to 15% for vehicles older than 10 years.

The Alliance and Global Automakers support your call for suggestions for reasonable efforts to improve safety recall participation rates. Our members want all recalled vehicles to be remedied, and we welcome your call for a national discussion on how to achieve that goal. However, we believe that the discussion must include the many stakeholders who will need to

¹ The Alliance is a trade association whose members are: BMW Group, Fiat Chrysler LLC, Ford Motor Company, General Motors Company, Jaguar Land Rover, Mazda, Mercedes-Benz USA, Mitsubishi Motors, Porsche Cars North America, Toyota, Volkswagen Group of America and Volvo Cars of North America.

² Global Automakers is a trade association whose members are: American Honda Motor Co., Aston Martin Lagonda of North America, Inc., Ferrari North America, Inc., Hyundai Motor America, Isuzu Motors America, Inc., Kia Motors America, Inc., Maserati North America, Inc., McLaren Automotive Ltd., Nissan North America, Inc., Subaru of America, Inc., Suzuki Motor of America, Inc., and Toyota Motor North America, Inc.

be part of the solution, including vehicle owners, authorized dealers, independent service providers, auto insurance companies, as well as our members, NHTSA and others.

To better understand and help improve the consumer participation rate in vehicle recalls, the Alliance has begun a nationwide, multi-dimensional research initiative designed to identify issues leading to non-participation and possible approaches to improve participation. Through a variety of research techniques, including both qualitative and quantitative tools, along with traditional and cutting-edge methodologies, researchers will explore the issue of motor vehicle recalls and consumer compliance to provide findings and recommendations by fall 2015.

At the recent recall participation rates workshop, numerous suggestions and strategies were discussed. Some of them warrant attention in these comments.

First, the Alliance and Global Automakers wish to comment on the concept that was raised during the workshop that "salvaged parts" might be a solution for recall part shortages. Vehicle manufacturers strongly disagree that salvaged parts are ever an appropriate solution for recall part shortages, but particularly when the part at issue is as complicated as an airbag. There is simply no way to know whether a salvaged part has been through trauma (such as a flood) that might have compromised its performance. Unless and until salvage part suppliers are held responsible for the performance of the parts they supply, we cannot agree that salvaged parts would ever be appropriate as a solution for recall part shortages.

Second, there was extensive discussion at the workshop about the concept that vehicle re-registrations should be linked to evidence of recall participation. The Alliance and Global Automakers see promise in this approach as one possible means for increasing recall participation rates. However, there are several factors that must be taken into account before implementing a system that makes registration contingent on recall participation. Most likely, any requirement linking vehicle registrations to participation in open recalls would require state legislation in each of the 50 states and other jurisdictions (such as the District of Columbia and Puerto Rico). One factor that requires consideration is the availability of remedy parts in those recalls that are phased over time or geography. Owners should not be denied re-registration for failing to participate in a recall for which they cannot yet obtain parts. Also to be considered are the implications for the state Departments of Motor Vehicles ("DMVs") such as the need for changes to their registration process and computer systems, as well as procedures for addressing customer service issues. As an interim step, while these factors are being considered by stakeholders, state DMVs should consider notifying vehicle owners of open recalls (based on information in NHTSA's VIN lookup database) when they contact owners about re-registration.

Third, there was discussion at the workshop of the possibility of encouraging independent repair shops or vehicle service providers (such as oil change service providers) to look up the recall completion status of vehicles that come through their facilities for service. NHTSA's VIN lookup tool would facilitate this, and we believe that consumers would find this to be a valuable added benefit. We also will reach out to other entities that interact with vehicle

owners (such as auto insurance companies) to explore ways that they might be able to work with available information to notify vehicle owners about open recalls when contacting them for other reasons.

Fourth, we are aware of the proposal by NADA and others to permit batch processing of VIN information against the information available on NHTSA's VIN lookup tool. The Alliance and Global Automakers have reached out to NADA to better understand this issue and to see if we could support a solution that addresses their concerns while continuing to ensure the data security and appropriate uses for bulk VIN data.

Fifth, there was discussion at the workshop of the possibility of ranking recalls by severity of the risk in order to encourage consumers to participate at least in those campaigns that involve more serious hazards. The Alliance and Global Automakers caution that any such ranking system may have the unintended effect of reducing participation in recalls that are ranked as presenting less serious safety consequences. For this reason, any such ranking system would need to be carefully considered before deciding whether to implement it.

Sixth, we believe that NHTSA could contribute to improved consumer recall awareness by notifying consumers who file VOQs with VIN information whether there are any open recalls on their vehicle. NHTSA could run the consumer's VIN against the VIN look-up tool to obtain this information and advise the consumer of the results. Because NHTSA does not provide auto manufacturers with the full VINs for VOQs that are filed with NHTSA in the absence of an open ODI investigation, this is not a service that the auto makers can offer at this time.

Seventh, we recognize that some remedies involving software updating could potentially be "pushed" to vehicles over the air via cellular data networks, avoiding the need for the consumer to visit a dealership for the work. However, this option raises other issues, including how to obtain and record the consent of the vehicle owner to accept the pushed remedy, particularly in the case of a second or third owner of the vehicle, and how to address privacy concerns. Certain other challenges to the use of over-the-air remedies were raised at the workshop, including cyber-security concerns. These issues will require further work before this technological solution can be implemented more broadly.

Another issue for consideration is whether NHTSA's rule requiring notice to owners within 60 days of notifying NHTSA of the presence of a safety-related defect even when remedy parts are not yet available may, in fact, be deterring consumers from participating in the recall when the parts later become available. We recognize that the rule was motivated by a concern that consumers should be informed within a reasonable period of time after a safety-related defect has been determined to exist in their vehicles, so that they can be apprised of a condition associated with their vehicle while awaiting the remedy. However, an unintended consequence of this rule may have been to overload consumers with recall information such that they do not pay attention when the notice of remedy availability

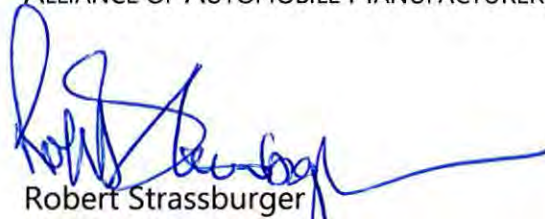
arrives. Or, consumers may become complacent if they drive their vehicles for a period of time after receiving the 60-day notice, and they do not experience the harm. This is an issue that warrants additional consideration.

Finally, the Alliance and Global Automakers recommend that NHTSA develop an intensive public awareness campaign about the importance of recall participation by consumers. A campaign that is modeled on "Click It or Ticket," or "Over the Limit – Under Arrest" could raise public awareness of the importance of participating in safety recall campaigns. The NHTSA campaign should include promotion of the VIN-lookup tool and other NHTSA initiatives to promote recall awareness. Our members pledge to build on a NHTSA-sponsored public awareness campaign to leverage the branding and expand public exposure to the message through new and traditional media.

The Alliance and Global Automakers appreciates this opportunity to contribute to this important dialogue about improving recall participation rates, and we look forward to working with you and your staff to implement those changes that hold promise for improving recall participation in the future.

Sincerely,

ALLIANCE OF AUTOMOBILE MANUFACTURERS, INC.



Robert Strassburger
Vice President
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Michael X. Cammisa
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